

# Innovations Services

Innovations in Dining  
Services

# A Quick Guide to our products



# About Us

- Experts in the food service industry
- Consultants
- Trainers
- End users
- Inventors of products for the industry needs

# We are known as innovators in the industry





- The dining room Maitre D

This is our magnetic seating chart for dining organization of residents .The ability to move and organize tables and residents seating arrangements with out retyping and printing paper diagrams . Easy to use labels that are ready for hand writing or computer

# The Dining Room Maitre D'

This system was developed by INNOVATIONS SERVICES to assist in the organization of the dining room. The seating chart system enables nursing staff and food service staff to communicate clearly on resident location and diet orders. The chart can be organized to fit any dining room. The chart also has a room service section to alert nursing and food service in advance to changes. The seating system also allows color coded diet categories for one or combination diets. The name system can be either computerized or done manually.



THE MAITRE D' is a great way to professionally organize and market your dining room. Keeping it up to date is made easy. This proactive approach is the answer to increasing meal service efficiency and satisfaction.



# Customize your Maitre 'D

- Pick your frame Wood , cherry, or oak
- Metal ,black, gold, or silver
- Order round, square or rectangle size tables
- Set your color coding for diets

# The Menu Exhibitor

- Display menus in a easy and attractive fashion, This shadow box is easily customizable for every occasion.

Customize for daily or weekly matting options



Add décor for holidays or events



# Use for daily or weekly, Template file included for use with Excel



# Present in Style

## MENU EXHIBITOR

Forget about those dog eared, tacked, or taped up menus. Present your menu in a classic fashion by adding flowers for spring or pine cones for fall. Simply line the bottom with seasonal items to create intrigue and style to your menu. Innovations Service's Menu Exhibitor will add that new dimension to your dining service program.



- Choose frame from Oak, Cherry, Walnut, or Mahogany.
- Includes lock and key.
- Frame size 18"x24".
- Choose 5 matting from Red, White, Black, Gold, Brown, Tan, Silver, Green, Blue, or Gray.
- Includes formatted menu template on disc.

*Ask About Formatting*

# The Safe guard utensil rack

- Developed with the end in mind :
- Deficiency free inspections and food safety.
- This is our most popular product for operations.



# Safe Guard Utensil Organizer



Assists in food safety compliance



The material is approved for use with food and complies with FDA regulation 21 CFR 177.1315

Now that's smart!



#### Eliminates:

- Disorganized drawers that cause improper drying sanitation
- Employees handling the utensil by the serving-end
- Unprotected display of utensils on wall or pot racks
- Drilling holes in utensils for hanging purposes



- Holds a variety of 18 utensils
- Welded joints for extra strength
- Heavy-Duty hooks
- Protection shield with rotating handle

Designed by Innovations Services to hold a multitude of utensils while providing protection, correct drying and to promote proper handling.



*Innovations Services*

102 Parsons St. Norwalk, OH 44857

(419) 663-9300

[innovaservices.info](http://innovaservices.info)

# No more scoop problems with our rack



# Every rack includes portion size label

## EQUIVALENTS OF COMMONLY USED SCOOP SIZES

					
Handle: White	Handle: Gray	Handle: Beige	Handle: Green	Handle: Blue	Handle: Red
Size: #6	Size: #8	Size: #10	Size: #12	Size: #16	Size: #24
2/3 Cup	1/2 Cup OR 4 oz.	3 oz.	1/3 Cup	1/4 Cup OR 2 oz.	1 1/3 oz.

Innovations Services 102 Parsons St. Norwalk, OH

# Signature Drying rack for pans



# The pan drying rack

- Use this space manager to ensure complete drying of your pans before they are stacked wet and identified by a surveyor or inspector





# The pan drying rack

- This innovative system allow proper drying of all types of Pans & Lids. Simply insert the pan rim into the specially engineered slot and the process begins of proper and safe air drying
- This system is wall mounted ,adjustable and made with NSF material .
- Dry up to a five steam table configuration @ any time.
- Dry muffin pans
- Dry lids
- Mountable on the wall or and even to the shelf or rack that holds your pans
- Size is 3.5 feet wide and 3 feet long

No more linen issues  
buy don't rent !

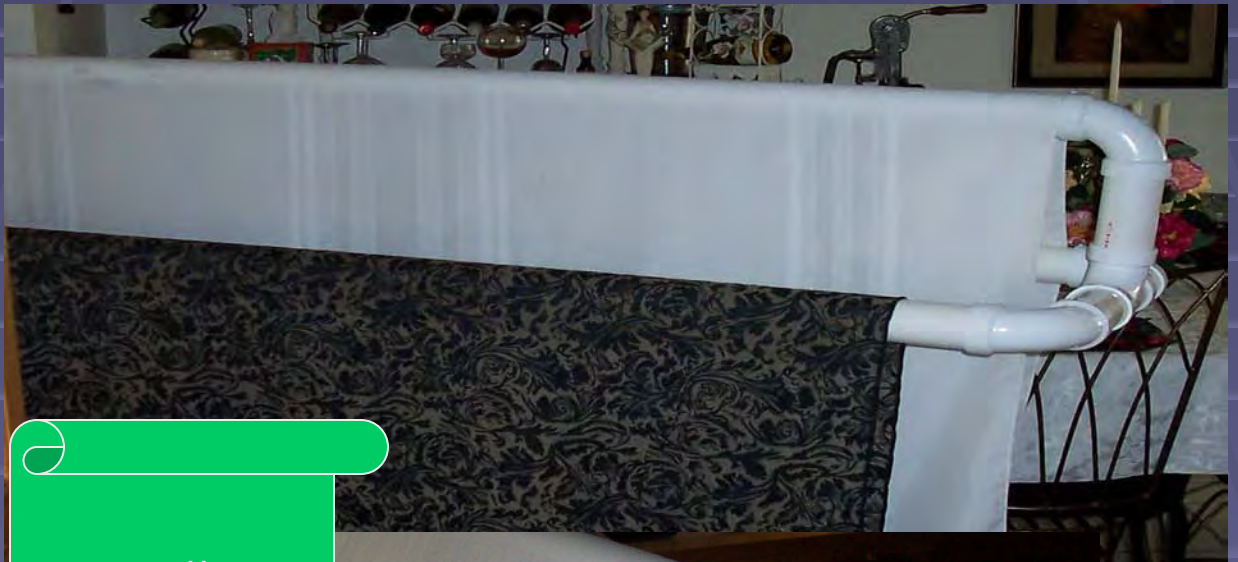


The linen saver will keep wrinkles away

# The linen saver

- Developed to enable the Fine in fine dining with table linens ,Keeps linen wrinkle free and organized .
- Great for transporting and storage. Save times and provide easy management of all sizes of linen. Made of metal and PVC piping
- The base is constructed of metal poles and wire shelf base complete with casters
- Built to last

# Wash , dry and hang right out of the dryer



Will  
Accommodate  
a 20 table  
dining room  
and more



# The Beverage box

- Multiple use is the one great features

## *Beverage Display Box*



The material is approved for use with food and complies with FDA regulation

*Just Add Ice*

- Choose from White, Black or Gray
- Fits a standard full pan configuration
- Also available to hold 4 carafes

Keep beverages or treats cold and safe while serving customers. The Beverage Display Box is the ideal tool for hydration or beverage carts at half the price. It can also be used to display cold snacks.

PATENT PENDING



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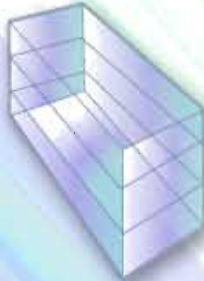
(419) 663-9300

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# The Beverage box

- Great for hydration programs
- Special events
- Great for Dining programs
- Multiple use for mobile salad bars
- Buffets

# Dessert Top



Set includes:  
Base,

(1) 12" round platform, (2) 11" off-centered platforms, (1) 10" platform  
\*Dessert Shelving Unit is optional

## *Elegant & Versatile*

With a glossy, black base, and crystal clear shelves, the Dessert Top is a elegant display for any occasion. Designed to be versatile, it is made to fit a 33 5/8" X 18 5/8" utility cart.

Can be customized to fit any size cart



## *Safe & Durable*

Because the material is made through a cold fusion process, it is approved for use with food and complies with FDA regulations

With the sturdy construction & the ease of interlocking pieces, the Dessert Top is as durable as it is easy to set up and break down.

PATENT PENDING



Shown with optional Desert Shelving Unit

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# The dessert top

- An easy step to fine dining while offering variety and multi-use





# Display risers



# Display Risers



Innovations  
Services



Available in Black or Clear

Misc  
&  
Match

## Display Support Tubes

Add almost ANYTHING to the tubes from  
glitz beads, flowers, candles & more!  
Endless possibilities!



12"



8"

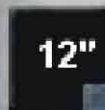


4"



CREATE YOUR OWN DISPLAY

## For Fun & Business



12"



10"



8"

Sets include (1) 12" - (2) 8" + (2) 4" tubes  
(Clear 2" coupler built into each base for easy connecting)

Sets include (1) 12" Set + (2) 10" sets  
+ (2) 8" sets \*Round tops available

Order in sets or call for custom orders!

Great for

- Catering
- Tea Parties
- Buffets
- Special-Events
- Bake Sales



The material is  
approved for use  
with food and  
complies with  
FDA regulations

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# Poster training / In-service Program



Complete in-service training needs :

- Pre Questions
- Lecture outline
- Post Questions

All in a quick format that is easy to print and find

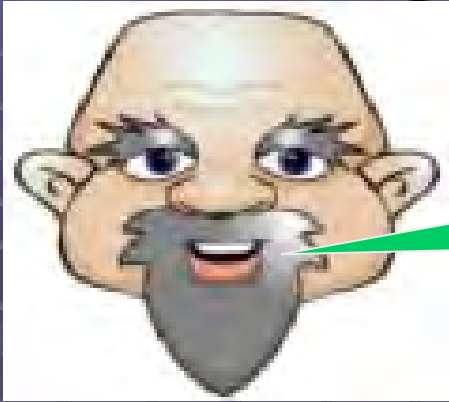
Available in complete set or three categories:

Survey compliance

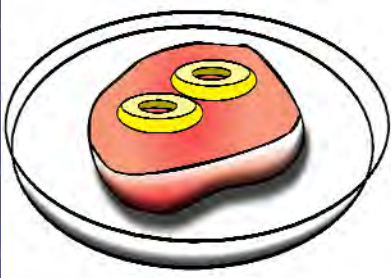
Culinary Arts

Customer service or wait staff

# Culinary Training posters



Let me, Chef  
Wizdom help you  
learn some great  
tips



# Culinary training

- Knife skills and uses
- Soups and sauces
- Starches
- Produce
- Garnishing
- Recipe tips I and II
- Cooking techniques I and II
- Seasoning and herbs I and II
- Puree techniques I and II
- Portion control
- Temperature retention
- Storing food



# Compliance posters

- Hand washing
- Right and wrong
- Survey tips
- Portion Control
- Temperature retention
- Substitutions
- Understanding liquids
- Storing food



# Customer Service [AL and IL Dining programs]

**MAITRE D' GREG PRESENTS**  
**DINING ROOM SKILLS**  
**LISTENING & MANNERS**

**THE GREETING**  
 The Greeting is Your 1st Impression & Can Set the Mood for the Entire Meal

- Begin with "Hello" or "Good Evening"
- Smile & Be Pleasant
- Speak Clearly & Slowly
- Address Your Customer as MR. or MRS.

**MANNERS**  
 Manners Provide the Lasting Impression Good or Bad...Your Reputation will Follow You

- Be Sure That You Introduce Yourself
- Say Thank You
- Wear Your Name Badge
- Don't Use Slang

**HANDLING COMPLAINTS**  
 The Customer is ALWAYS Right...Even if They Aren't! Arguing with the Customer Will Only Worsen the Situation

- The Customer's Complaint is Your TOP Priority
- Don't Get Defensive or Blame Others
- Accept Responsibility
- Keep Smiling! It's hard to stay mad at someone who is happily helping!

**LISTENING**

- Really LISTEN to what the Customer is Saying
- Look at the Customer when Speaking or Being Spoken To

IMAGES & TIPS FROM "MOST EXCELLENT SERVICE TRAINING VIDEO PART 1"

**MAITRE D' GREG PRESENTS**  
**DINING ROOM SKILLS**  
**YOUR RESPONSIBILITIES**

*THESE SIMPLE TIPS WILL MAKE EVERYONE'S MEAL PERFECT!*

**Pick up your orders when they are done! Get them to the customer quickly!**

**SERVE HOT FOOD HOT & COLD FOOD COLD**

**YUCK!**  
 Melted icecream is just as bad as cold soup!

**KNOW THE MENU**  
 Save those wasted trips back to the kitchen. Ask the cook for a sample taste & what's in the recipe, prior to the start of the meal.

**LOOK HEAT**  
 Customers EXPECT you to look clean & be in uniform!

**STAY IN SIGHT & CHECK BACK OFTEN**  
 After serving the meal, stay in sight and check back often. Don't leave them waiting a long time just for something simple. It's the little things like this that can be overlooked.

**PROVIDE FAST & COURTEOUS SERVICE**  
 Some customers may have certain food allergies also...and some of these can be life-threatening! So pay attention at the pre-meal meeting. You may not just save some time...but you'll make your job less stressful.

Fast service ensures a good dining experience for the customer. Being prompt, courteous & responsive can keep customers cool, even when things are not going so smoothly.

IMAGES & TIPS FROM "MOST EXCELLENT SERVICE TRAINING VIDEO PART 1"



# The Skills of a Great Dining Experience



## 1 The first step will be the setting of the table.

The table needs to be stable, not induced by mouth picks or napkins under a table leg.

If we are using linen, it needs to be straight and even and the correct size. We can't have a crowd of linens on a square table. And make sure it is clean and not wrinkled.

Any items on the table should be clean, balanced and neat. Salt and pepper shakers should be full and in working order. Keep all of the tables looking the same with all salt and pepper shakers, condiments, table tents, etc. all in the same place on each table.

If you are using a centerpiece, such as flowers, make sure they are alive, and if you are using candles or lanterns, make sure you have all the parts.

## 2 Taking and placing an order.

When taking orders, number the seats in a clockwise fashion so you can remember who ordered what. Confirm orders if you are unsure.

MP: "I'll see you. Pick your spot that will be 12 o'clock. This will help you know who's first."



## 3 Picking up the order.

Take it so that the residents have their meal as they finish their appetizer. Pick up cold items first, then the hot foods. Make sure each dish is complete before leaving. Always serve the table all at once.



## 4 Loading the tray.

Check that the tray is clean and place a damp service towel on tray if it does not have a non-skid surface. Load heavier and larger items in the center and place the lighter, smaller items around the edges. When stacking dishes with covers, do not stack more than 4 high. Balance the weight of the items evenly and keep cold and hot foods separate as much as possible. Carefully transport tray to the dining room and place on tray jack near the table you are serving. TP: Don't load more on the tray than you can carry!



## 5 Serving your residents.

Food is served from the left of the guest with the left hand. Beverages are served from the right of the guest with the right hand. When pouring beverages, leave the glass or cup on the table. Present the entire plate with the entire set of dishes.

TP: ALWAYS SERVE AROUND THE TABLE IN A CLOCKWISE DIRECTION.



## 6 Clearing the table.

All dishes are of equal or less size. Clear them with the resident's permission. When in doubt, ask resident if they are finished. Clear from the right of the guest with the right hand. Clear all soiled tableware before serving next courses. Before dessert, remove all dishes except water glasses and coffee cups. Stack large plates in area of the tray that will have the most support. Put glasses in the center of the tray and the handles of cups facing inward. Never reach across resident to place or remove items. Be as quiet as possible and rush any items that need to be replaced to the kitchen.

TP: NEVER REACH A TRAY OR STEP OVER AN OCCUPANT'S FEET TO REMOVE.



# Customer service posters

- Wait staff I = Responsibilities
- Wait Staff II = Listening
- Wait staff III = Skills
- Hand washing
- Right and wrong
- Temperature retention



# Wait staff training videos

## Responsibilities

- Key points for service

## Listening

- Critical communication skills
- Skill for service



# Wait staff training

## Responsibilities

Pre-meal meeting

Hot food hot

Check back

Sanitation



# Wait staff training

- Listening and manners



# Wait staff training

## ■ Skills

This video covers the 6 important skill of wait staff service

- Table set up
- Taking the order
- Loading and unloading the tray
- Carrying a tray
- Serving the meal
- Clearing

**Available in late 2007**

# Videos

Come complete with :

- Post test
- Pre-test
- Interactive learning activities
- Role playing



Apricot halves	Chicken breast
Pear halves	Fish fillet
Peach Slices	Meat Loaf
Pineapple slices	Pork Chop
Tomato slices	Sliced meat
Melon Wedges	Steak
Strawberries	Stew meat cubes
Garnish flowers	Shrimp
Broccoli flowers	Pizza
Baby carrots	Ravioli
Corn cobbet	Peas
Squach slices	Asparagus spears
Green beans	

## PUREE MOLDS

Choose from 25  
different molds!

Innovations Services offers a variety of 25 different interchangeable food molds. These easy-to-use trays allow pureed food preparation to be a quick and easy, without sacrificing the quality of the presentation.



EACH

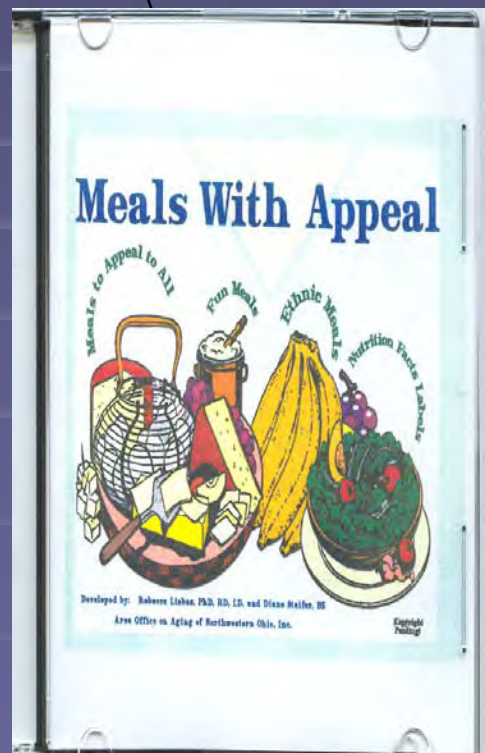
Innovations Services offers a variety of 25 different interchangeable food molds. These easy-to-use trays allow pureed food preparation to be a quick and easy, without sacrificing the quality of the presentation

# Menu ideas

## MEALS WITH APPEAL

Diane Staifer, BS and Rebecca Liebes, PhD, RD, LD developed a revolutionary new system to help introduce and organize several appealing activities into your meal plan throughout the year. Activity categories include: Fun and Laughter, Dining with Flair, Ethnic Experiences, Games, and Trivia.

*Meals With Appeal  
Package Includes:*



# THE DINING EXPERIENCE

By Wayne Toczek



Illustrations By Jay Wharton

Ever thought about fine dining and enhancements

# The Dining Experience

## THE DINING EXPERIENCE

By Wayne Toczek



## A Must Read for Anyone Involved with Long Term Care

Excerpt from Page 13 of 'The Dining Experience':

"Over near the far wall, people were trading portions of the breakfast, trying to compose meals that suited their tastes. In the middle of the room, a group of eight people was helping each other unroll the plasticware that had been tightly wrapped, and trapped, and taped into their napkins. Two seniors acted as the lead unwrappers at this table, passing out implements to those who couldn't get at their own. At the table next to him, one old guy was mopping his tray, cleaning up the leftover water from its last cleaning."

And from there, things go downhill, for a while. An unconventional story about visiting and picking a facility for his Mom.

To read more, contact:

Wayne Toczek / Senior Partner, CEO

Innovations Services

419-663-9300[Office/Fax]

102 Parson Street Norwalk, Ohio 44857

[www.innovaservices.info](http://www.innovaservices.info)

# Resident Manager

- This system runs off any computer with windows 2000 or higher

- User friendly
- Cost effective
- Easy set up

## With this system you can:

- Save time and....
- Then spend it in the right place which is in your operation and with the your customer not at a desk
- Print reports that you want and can use : Seating charts, HS Pass reports
- Tally likes , dislikes, Diets ,and all the information you need to operate efficiently and cost effectively
- Safely back up data and restore quickly
- Provide nursing and clinical staff with up to date reports and information to save them time also

# Resident manager

- **User friendly and designed by the professionals who work in the industry**
- **Great for production and food cost management**
- **Set up for the future of senior dining services**
- **Customize to meet your needs, not the programs'**
- **Productive reports and information to support compliance with regulations**
- **Trigger on ticket to alert staff of residents with weight loss**
- **Optional features: Snack & utility Labels, weight tracking, seating charts and food preference alerts and much ,much ,more**

# Choose your printing style

**No Conc. Sweets**

Main Dining Room 02-1 Room# 100A  
▼ **Drew, Gertrude**  
Adaptive Equipment:

**Daily Breakfast**

**Dislikes/DO NOT SERVE**  
American Cheese

**Special Requests**  
Small Portions

Main Dining Room 02- Room# 100A  
▼ **Drew, Gertrude**  
Your name here Dining Services

Portrait

Landscape

**No Conc. Sweets**  
▼ **Drew, Gertrude**  
**Daily Dinner** #100A

Liquid Cons:  
Dining Area: Main Dining Room 02-1

Adaptive Equip:

**Dislikes/DO NOT SERVE**

Special Requests: Small Portions

Your name here Dining Services

# Customize your data to MEET your NEEDS not the programs

Facility Name:

## Food Items

Enter an item to be Added:

- American Cheese
- Apple Juice
- Apples
- Applesauce
- Apricot Nectar
- Apricots
- Artichoke
- Asparagus
- Asparagus Spears
- Avocado
- Avoid water with meal

(Double-Click to Delete)

## Snacks

Enter an item to be Added:

- 4 oz drink
- Cheese
- Choc Fortified Pudding
- Choc Supplement
- Coffee
- Cookies
- Crackers
- Diet Choc Supplement
- Diet House Supplement
- Diet Ice Cream
- Diet Koolaid

(Double-Click to Delete)

## Therapeutic Diets

Enter an item to be Added:

- 1500 ADA
- 1800 ADA
- ADA/ Cardiac
- Bland
- Cardiac ADA
- Clear Liquid
- Full Liquid
- Low Cholesterol
- Low Fat
- Low Fat / NCS
- Low Fat/Chol

(Double-Click to Delete)

Current symbol(s) representing  
the selected diet:

## Liquid Consistencies

Enter an item to be Added:

- Honey
- Nectar
- Pudding

(Double-Click to Delete)

## Dining Locations

Enter an item to be Added:

- Cart 1
- Cart 2
- Cart 3
- Cart 4
- Main Dining Room

(Double-Click to Delete)

## Adaptive Equipment

Enter an item to be Added:

- All Food In Bowls
- All food in cups
- Black handle Spoons
- Built Up Fork
- Built Up Spoon
- Cup with lid
- Curved Fork
- Curved Spoon
- Divided Plate
- Non Spill Cup
- Nosey cup

(Double-Click to Delete)

## Diets to Combine for the Diet Report

Enter a Diet to be Added:

- Puree

(Double-Click to Delete)



# Easy weight tracking

Version 1.7

Resident Search:  
Belfeld, Mark #167

First Name: Mark Last Name: Belfeld Room #: 167 Active  Comments:

Therapeutic Diet: Regular Liquid Consistency: Nectar Last Pref. Update:

Breakfast Lunch Dinner Snack Adaptive Equipment/Utility **Weight History** Reports

**Initial Weight:** **Max. Weight:** **Min. Weight:**

**Official Monthly Weigh-Ins**

**Multi-Entry** Weight: Date:


Current Oct 2006

1 Month Ago  
2 Months Ago  
3 Months Ago  
4 Months Ago  
5 Months Ago  
6 Months Ago

**All Weigh-Ins**

Weight: Date:

(Double-Click to Delete)  
\* - Official Weigh-In

Customize Data 

**Weights: Multi-Entry**

Date Measured:

Name	Room #	Weight
Smith, Jim	101	<input type="text"/>
Sale, Brad	101-2	<input type="text"/>
P, Sue	101-4	<input type="text"/>
Jones, Joe	109	<input type="text"/>
Doe, Jane	123	<input type="text"/>
shnoe, Joe	1245	<input type="text"/>
Belfeld, Mark	167	<input type="text"/>
Hilliard, Cyndi	198	<input type="text"/>
Mundy, Jean	200	<input type="text"/>
R, Mike	223	<input type="text"/>


























(For sorting: double-click the column headings)

# Some of the other features

- Diet Symbol , great for those who may have reading or understanding English challenges
- Nutrition at risk alert
- HS snack pass confirmation reports
- Labels
- Seating charts
- 2 different consumption tracking options

# Diet Symbols , you customize

## Diet Symbols Key

Therapeutic Diet	Symbol(s)
1500 ADA	
1800 ADA	
ADA/ Cardiac	
Bland	
Cardiac ADA	
Clear Liquid	
Full Liquid	
Low Cholesterol	
Low Fat	
Low Fat / NC S	
Low Fat/Chol	
Mech Soft /C ardiac	
Mech Soft /NAS	
Mech s oft /NAS/NC S	
Mech Soft/Low Fat/NC S/NAS/ Low Chol.	
Mechanical Soft	
NAS/ Low Potassium	
NC S/Low C holesterol	
NC S/Low Fat /Low Cholesterol	
NC S/NAS	
No Added Salt	
No C on Sweets / Puree	
No C onc. Sweets	
NPO, no meal	
Puree	
Puree/ Low Residue	
Puree/ NC S	
Puree/ No c on Sweets	
Regular	
TUBE FEED	

# Options for printing the symbol

**NCS/NAS**  **Puree/ No con Sweets**  **Regular** 

Main Dining Room Room# 304A **Haryu, Richard**  
Adaptive Equipment:  
Daily Breakfast  
Dislikes/DO NOT SERVE  
Special Requests  
Small Portions

Main Dining Room 01-1 Room# 107B **Wikel, Sharon**  
Adaptive Equipment:  
Daily Breakfast  
Dislikes/DO NOT SERVE  
Special Requests  
Small Portions


Main Dining Room 01-2 Room# 110A **French, Sharon**  
Adaptive Equipment:  
Daily Breakfast  
Dislikes/DO NOT SERVE  
Special Requests  
Small Portions

Main Dining Room 01- Room# 110A **Wikel, Sharon**  
Adaptive Equipment:  
Daily Breakfast  
Dislikes/DO NOT SERVE  
Special Requests  
Small Portions


Main Dining Room Room# 304A **Haryu, Richard**  
The Concord of Milan Dining Services

Main Dining Room 01- Room# 110A **Wikel, Sharon**  
The Concord of Milan Dining Services


## TUBE FEED

**Reidy, Gerald**  **Daily Lunch** #209B  
Liquid Cons: \_\_\_\_\_  
Dining Area: \_\_\_\_\_  
Adaptive Equip: \_\_\_\_\_  
Dislikes/DO NOT SERVE  
Special Requests: \_\_\_\_\_  
The Concord of Milan Dining Services

## NPO, no meal

**Ferguson, Richard**  **Daily Lunch** #211A  
Liquid Cons: \_\_\_\_\_  
Dining Area: \_\_\_\_\_  
Adaptive Equip: \_\_\_\_\_  
Dislikes/DO NOT SERVE  
Special Requests: \_\_\_\_\_  
The Concord of Milan Dining Services

## NCS/NAS

**Haryu, Richard**  **Daily Lunch** #304A  
Liquid Cons: \_\_\_\_\_  
Dining Area: \_\_\_\_\_  
Adaptive Equip: \_\_\_\_\_  
Dislikes/DO NOT SERVE  
Special Requests: \_\_\_\_\_  
Small Portions  
The Concord of Milan Dining Services

# Create effortless seating charts

Consumption recording option

**Breakfast Seating Chart**  
*Main Dining Room*

Table -

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input type="checkbox"/>	Hart, Rickard	NCS/NAS		0%	25%	50%	75%	100%

Table - 01

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input type="checkbox"/>	1 Wilhel, Sharon	Puree/ No cool Sweets		0%	25%	50%	75%	100%
<input type="checkbox"/>	2 French, Sharon	Regular		0%	25%	50%	75%	100%
<input type="checkbox"/>	4 Poi, David	NAS/ Low Potassium		0%	25%	50%	75%	100%

*Divided Plate, Black handle Spoons, Cup with lid*

Table - 02

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input checked="" type="checkbox"/>	1 Drew, Gertrude	No Cool Sweets		0%	25%	50%	75%	100%
<input type="checkbox"/>	2 Wilson, Edith	NCS/NAS		0%	25%	50%	75%	100%
<input type="checkbox"/>	3 Merrill, Micalael	Regular		0%	25%	50%	75%	100%
<input type="checkbox"/>	4 Ladd, Grace	Low Cholesterol		0%	25%	50%	75%	100%

Table - 03

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input type="checkbox"/>	1 Wilcox, Roger	NCS/Low Fat/Low Cholesterol		0%	25%	50%	75%	100%
<input type="checkbox"/>	2 Benner, Virgil	NCS/Low Cholesterol		0%	25%	50%	75%	100%
<input type="checkbox"/>	3 Proplet, Stella	NCS/NAS		0%	25%	50%	75%	100%
<input type="checkbox"/>	4 Stover, Robert	Regular		0%	25%	50%	75%	100%

Table - 04

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input type="checkbox"/>	1 Holt, John	Puree	Nectar	0%	25%	50%	75%	100%
	<i>All Food in Bowls, Sippy Cup</i>							
<input type="checkbox"/>	2 Little, Harry	Puree	Nectar	0%	25%	50%	75%	100%
<input type="checkbox"/>	3 Hicks, Bobby	No Cool Sweets		0%	25%	50%	75%	100%
<input type="checkbox"/>	4 Robison, Wilbert	Puree/ No cool Sweets	Nectar	0%	25%	50%	75%	100%
	<i>No sy Cup</i>							

Table - 05

Seat#	Name	Therapeutic Diet	Liquid Consistency	%Consumed				
<input type="checkbox"/>	3 Mohr-Howard, Anna	Medical Soft		0%	25%	50%	75%	100%
	<i>Sippy Cup</i>							
<input type="checkbox"/>	4 Murphy, Thelma	Puree	Nectar	0%	25%	50%	75%	100%

Sunday, March 11, 2007 The Concord of Main Dining Services

NAR triangle available on report

# Easy report printing

Tray Tickets & Meal Preferences   All Others

Snack List   
 Include Blanks?

Special Requests   
 Group by Dining Location?

Weight Report   
Current Month:  Year:

Miscellaneous

Labels   
 30  80 per page  
 Include Date:

Diet Tally   
 Combine Similar Diets?

History of Important Changes Report  
Start Date:  End Date:

Resident Manager Tips

# Easy report printing

Breakfast Lunch Dinner Snack Adaptive Equipment/Utility Weight History **Reports**

Tray Tickets & Meal Preferences All Others

Tray Tickets  Meal Preferences

**Ticket Layout**

Portrait  Landscape  
(Cannot be used with 3-section perforated paper)

Show Diet Symbols?

**Include on Bottom**

Date: 3/11/2007  Neither


Special Message:

Food Specific:

Food Items to Search for:

(Double-Click to Delete)

Group by Dining Location?



**Innovations Services** 102 Parson Street  
[www.innovaservices.info](http://www.innovaservices.info) Norwalk, OH 44857  
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# Report options to meet all needs and avoid recreation of reports that are done by hand or the computer

Tray Tickets & Meal Preferences **All Others**

Snack List   
 Include Blanks?

Labels   
 30  80 per page  
 Include Date:

Special Requests   
 Group by Dining Location?

Diet Tally   
 Combine Similar Diets?

Weight Report   
Current Month:  Year:

History of Important Changes Report  
Start Date:  End Date:

Miscellaneous

Resident Manager Tips



# Easy weight tracking and significant loss or gain alerts

Version 2.1

Resident Search:

First Name:  Last Name:  Room #:  Active:  Comments:

Therapeutic Diet:  Liquid Consistency:  Last Pref. Update:

	Weight	Date		Weight	Date		Weight	Date
<b>Initial Weight:</b>	150.0	1/10/2007	<b>Max. Weight:</b>	150.0	1/10/2007	<b>Min. Weight:</b>	120.0	2/10/2007

Height:

**Official Monthly Weigh-Ins**

Weight:  Date:

	<b>1 Month Ago</b>	120.0	2/10/2007
	2 Months Ago	150.0	1/10/2007
	3 Months Ago		
	4 Months Ago		
	5 Months Ago		
	6 Months Ago		

**All Weigh-Ins**

Weight:  Date:

*	120	2/10/2007
*	150	1/10/2007

(Double-Click to Delete)  
\* - Official Weigh-In

For this resident, how should significant weight changes be displayed?

Only when they exist
  Display rapid weight gain symbol
  Display rapid weight loss symbol

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102 Parson Street  
 Norwalk, OH 44857

# Options fro NAR triggered triangle

For this resident, how should significant weight changes be displayed?

Only when they exist

Display rapid weight gain symbol

Display rapid weight loss symbol



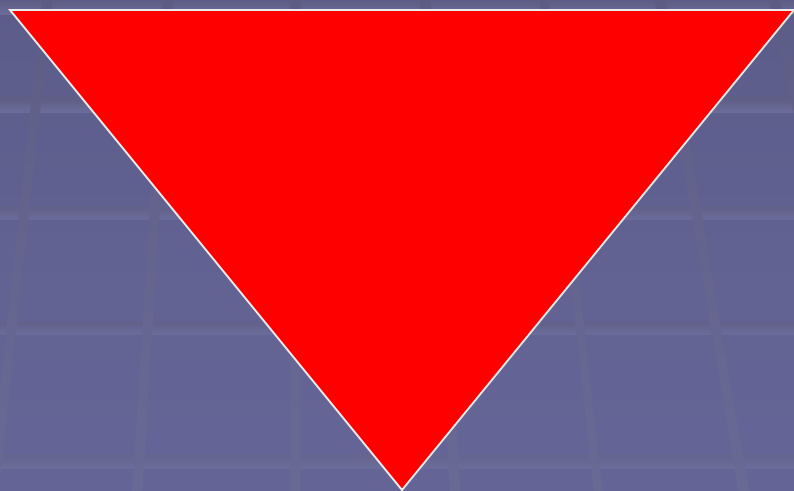
# Options fro NAR triggered triangle

Official weigh-in

For this resident, how should significant weight changes be displayed?

Only when they exist     Display rapid weight gain symbol     Display rapid weight loss symbol

[?](#)



# NAR explained

## Which option is best?



Only when they exist:

This feature is useful when a resident's weight needs to be monitored. On its own the system will flag residents when they have experienced significant weight changes. These are determined by comparing the resident's current weight with three preset thresholds:

Current Month vs. Previous Month: >5% Change

Current Month vs. 3 Months Ago: >7.5% Change

Current Month vs. 6 Months Ago: >10% Change

If any of these criteria are met, a corresponding symbol will appear next to that resident's name on certain reports; for example the tray tickets.

Display rapid weight gain/loss symbol:

In some instances, it would be helpful for these symbols to display even when a resident's weight change does not exceed one of the above mentioned values.

OK

(Double-Click to Delete)

# Easy weight tracking and significant loss or gain alerts



Main Dining Room 02-1 **Room #** 100A

**▼ Drew, Gertrude**

**Adaptive Equipment:**

**Daily Breakfast**

**Dislikes/DO NOT SERVE**

American Cheese

**Special Requests**

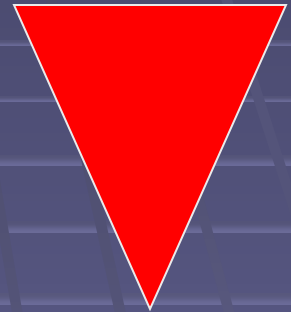
Small Portions

Main Dining Room 02- **Room #** 100A

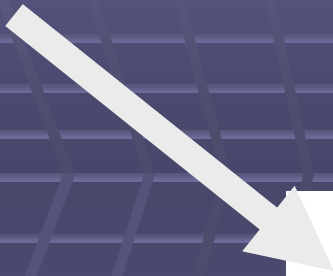
**▼ Drew, Gertrude**

Your name here Dining Services

Sunday, 3/11/2007



# Nutrition at Risk triangle alerts



Main Dining Room 02-1 Room # 100A

▼ Drew, Gertrude

Adaptive Equipment:

Daily Breakfast

Dislikes/DO NOT SERVE

American Cheese

Special Requests

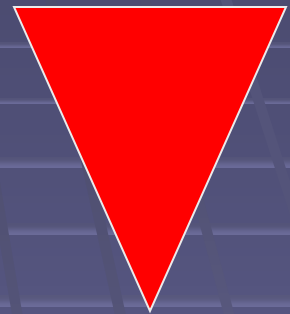
Small Portions

Main Dining Room 02- Room # 100A

▼ Drew, Gertrude

Your name here Dining Services

Sunday, 3/11/2007



Use this Feature to alert staff To special needs related to Nutrition or Meal service

# Name only seating chart

## Lunch Seating Chart *Main Dining Room*

### Table - 01

- 1 Winkel, Sharon
- 2 French, Sharon
- 4 Poi, David

### Table - 02

- 1 Drew, Gertrude
- 2 Wilson, Edith
- 3 Meredith, Michael
- 4 Ladd, Grace

### Table - 03

- 1 Wilcox, Roger
- 2 Bennett, Virgil
- 3 Popplet, Stella
- 3 Sanderson, Evelyn
- 4 Stover, Robert

### Table - 04

- 1 Holtz, John
- 2 Little, Harry
- 3 Hicks, Bobby
- 4 Robinson, Wilbert

### Table - 05

- 3 Molina-Howard, Amanda
- 4 Murphy, Thelma

### Table - 06

- 1 Davidson, Mary Ruth
- 3 Kittle, Helen

### Table - 07

- 1 Owens, Margaret
- 2 Gibson, Phyllis
- 3 Platt, Anna
- 4 Dink, Teal

### Table - 08

- 1 Cole, Glenn
- 2 Adres, Melba
- 3 Truitt, Timothy

### Table - 09

- 1 Dillery, Sandra
- 2 Samec, Eugene
- 3 Thompson, Donald
- 4 Robinson, Norman

### Table - 10

- 1 Yeckle, David
- 2 Perkins, Carl
- 3 Kaeppel, Michael
- 4 Boyd, Raymond

A seating chart is  
Great for starting  
A fine dining  
Program  
Accurate and up  
to date

# Snack pass report

## HS Snack Pass

Name	Room	Therapeutic Diet	Liquid Consistency	Refused	Sleeping	Consumed	Comments
Krepcip, Joyce	100 B	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
▼ Drew, Gertrude	100A	No Conc. Sweets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Merdith, Micheal	101 A	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robinson, Norman	101 A	Puree/ No con Sweets	Nectar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ladd, Grace	102 B	Low Cholesterol		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Litton, Harry	103 A	Puree	Nectar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Samec, Eugene	103 B	No Conc. Sweets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dillery, Sandra	104B	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sprunk, Elizabeth	105A	Puree		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dunn, Teolal	105B	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gibson, Phyllis	106A	No Added Salt		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wilson, Edith	106B	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Classen, Vickey	107B	No Conc. Sweets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wikel, Sharon	107B	Puree/ No con Sweets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Knittle, Helen	108B	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Snack any</i>							
Pilat, Anna	108B	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Snack any</i>							
Knepper, Micheal	109A	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
French, Sharon	110A	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sinard, Brenda	110B	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kiaser, Terrence	111A	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rice, Albert	111B	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Snack any ,Sugar free</i>							
Yeckle, David	112A	NCS/NAS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Thornely, Darrell	112B	Regular		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cole, Glenn	113A	Low Fat		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Sunday, March 11, 2007

The Concord of Milan Dining Services

Fact:  
Operations  
Are  
Often  
Cited  
for being  
Unable to  
Prove  
Snacks  
have  
been  
Passed  
Here is  
The  
Solution

Start a  
Snack cart  
With  
ease



# Label printing , You choose 30 or 80 per sheet



80

Norman Robinson #B1A Pure / No conc Sweet / Nectar PM-Nectar Drink	3/11/2007	Harry Little #B8 A Pure / Nectar PM-Nectar Drink	3/11/2007	Helen Little #108 B Regular / PM-Stocksalty	3/11/2007
Anna Platt #B8B Regular / PM-Stocksalty	3/11/2007	Albert Pile #11B MCGWAG / PM-Diet Koolaid	3/11/2007	Melvin Adams #118B No Conc Sweet / PM-Cheese Crackers	3/11/2007
Margaret Owen c #18A PM-Fruit	3/11/2007	Robert Pennoy c #B1B Mechanical Soft / PM-Graham Crackers, Koolaid	3/11/2007	Ananda Mohan Howard #B6A PM-Ace drink	3/11/2007
Carol Birk #28A ISD AD / PM-House Supplement	3/11/2007	Janis Whitem #28B Pure / PM-House Supplement	3/11/2007	Thekla Murphy #28C Pure / Nectar PM-Nectar Drink	3/11/2007
Mary Park Davidson #28D Pure / No conc Sweet / Honey PM-Honey Nectar drink in honey cap	3/11/2007	Gerald Pelly #28B TUBEEED / PM-Yogurt	3/11/2007	Rymond Boyd #28B MCGWAG / PM-Diet Koolaid	3/11/2007
Edward Perry #38A Pure / No conc Sweet / PM-Nectar Drink	3/11/2007	Charles Miro c #38B No Conc Sweet / PM-House Supplement	3/11/2007	Steve Megjic #B2 1A No Conc Sweet / Nectar PM-Nectar Drink	3/11/2007

Use Avery Brand Labels

30

# Production tallies for labels

Report available for production and passing the labels printed

Name	Room	Therapeutic Diet	Liquid Consistency	Snacks
<input type="checkbox"/> Ades, Melvin	113B	No Conc. Sweet		High protein snack
<input type="checkbox"/> Boyd, Raymond	213B	NC/SN/AS		Diet thickened
<input type="checkbox"/> Buck, Carol	208A	1500 ADA		House Supplement
<input type="checkbox"/> Collier, Daniel	319A	Free	Honey	Honey thick coffee, Honey thick water
<input type="checkbox"/> Dawson, Mary Ruth	208D	Free/No con S	Honey	Honey thick drink in nose cup
<input type="checkbox"/> Graham, Gerakline	306B	Mechanical Soft		Ice Cream
<input type="checkbox"/> Hinkle, Helen	108B	Regular		Juice, any, Snack any
<input type="checkbox"/> Hoot, James	319B	Free/Low Resd	Honey	Honey thick coffee, Lemon Ice
<input type="checkbox"/> Little, Harry	103A	Free	Nectar	Nectar Drink
<input type="checkbox"/> Megyris, Steve	321A	No Conc. Sweet	Nectar	Nectar Drink
<input type="checkbox"/> Miles, Charles	309B	No Conc. Sweet		House Supplement
<input type="checkbox"/> Mohr-Howard, Anna	205A	Mechanical Soft		4 oz drink, Snack any
<input type="checkbox"/> Murphy, Theina	208C	Free	Nectar	Nectar Drink
<input type="checkbox"/> Owens, Jellan	310B	NC/SN/AS		Coffee
<input type="checkbox"/> Owens, Margaret	119A	Mech soft/NASIN		Graham Crackers
<input type="checkbox"/> Penny, Edward	309A	Free/No con S		Nectar Drink
<input type="checkbox"/> Pitt, Anna	108B	Regular		Snack any
<input type="checkbox"/> Piddy, Gerald	209B	TUBE FEED		Juice - Cranberry, Yogurt
<input type="checkbox"/> Reynolds, Robert	201B	Mechanical Soft		Graham Crackers, Noodle
<input type="checkbox"/> Rice, Albert	111B	NC/SN/AS		Diet thickened, Fruit
<input type="checkbox"/> Robinson, Norman	101A	Free/No con S	Nectar	Nectar Drink
<input type="checkbox"/> Sletan, Gerakline	306B	Regular		Milk Cup
<input type="checkbox"/> Stent, Betty	315B	Free		Yogurt
<input type="checkbox"/> Warren, Javis	208B	Free		House Supplement

# Current up to date Diet tallies

## Diet Tally

### 1500 ADA: 1 Resident(s)

Buck, Carol 208A

### Eland: 1 Resident(s)

Flecke, Edward 300B

### Low Cholesterol: 1 Resident(s)

Laid, Grace 102 B

### Low Fat: 1 Resident(s)

Cole, Glenn 113A

### Low Fat/NCS: 1 Resident(s)

Perkins, Carl 118B

### Mech Soft/NAS: 1 Resident(s)

Lehner, Lowell 211B

### Mech soft/NAS/NCS: 2 Resident(s)

Owens, Margaret 119A

Roska, Julia 316A

### Mech Soft/Low Fat/NCS/NAS/Low Ch

Schuss, Karen 314A

### Mechanical Soft: 5 Resident(s)

Anderson, Albert 318a

Graham, Gerddine 306B

Mueller, Gerry 215B

Mohr-Howard, Ama 205A

Reynolds, Robert 201B

### NAS/ Low Potassium: 1 Resident(s)

Poul, David 203A

### NCS/Low Cholesterol: 1 Resident(s)

Berner, Virgil 115B

### NCS/Low Fat/Low Cholesterol: 1 Re

Wilcox, Roger 215A

### NCS/NAS: 10 Resident(s)

Boyd, Raymond 213B

Dillery, Sandra 104B

Dum, Teotal 105B

Haryu, Richard 304A

Hreidp, Joyce 100 B

Owens, Jellan 310B

Prophet, Sheila 117A

Rice, Albert 111B

Wilson, Bill H 106B

Yedde, David 112A

### No Added Salt: 3 Resident(s)

Gibson, Phyllis 106A

Lemmons, Delores 317A

Taylor, Jerry 116B

### No Conc. Sweets: 13 Resident(s)

Adres, Melvin 113B

Glasen, Wiley 107B

Drew, Gertrude 100A

Hall, Oma 316b

Hicks, Bobby 115B

Keller, Barbara 306A

Megyis, Steve 321A Nectar

Meyers, Faith 308A

Minor, Charles 309B

Sane, Eugene 103 B

Santerson, Betsy 207B

Strelz, James 320B

Whaltespoon, Dalg 302B

### NPO, no meal: 1 Resident(s)

Ferguson, Richard 211A

### Puree: 10 Resident(s)

Collier, Darrel 319A Honey

Games, Margret 307B

Holt, John 116B Nectar

Hets, Robert 310A

Ulbn, Harry 103A Nectar

Murphy, Thelma 208C Nectar

Sprunk, Elizabeth 105A

Stet, Betty 315B

Strub, Gene 321B

Warren, Jarrt 208B

### Puree/ Low Residue: 1 Resident(s)

Hoeft, James 319B Honey

### Puree/ No con Sweets: 6 Resident(s)

Davidson, Mary Ruth 208D Honey

Perry, Edward 309A

Robinson, Norman 101A Nectar

Robinson, Wilber I 203B Nectar

Thousch, Amy 315A

Wiket, Sharon 107B

### Regular: 17 Resident(s)

Ehmmons, Douglas 114B

French, Sharon 110A

Kedrow, Peter 318B

Klaser, Terrence 111A

King, Randy 312B

Krepper, Michael 108A

Kribe, Helen 108B

Maynard, Astid 308B

Mendth, Michael 101 A

Pflai, Ama 108B

Reynolds, Sharon 117 B

Shehan, Gerddine 305B

Shind, Brenda 110B

Slower, Robert 115A

Thompson, Donald 201A

Thornely, Darrell 112B

Trull, Timothy 118A

### TUBE FEED: 1 Resident(s)

Kelly, Gerdd 209B

Keep  
Production  
Staff  
Informed  
On what to  
Produce and  
The style

# Meal preference detailed by area and resident –Save money and time

## Meal Preferences - Dislikes - By Dining Location Lunch

Apple Juice : 1

Cart 1

Name	Det	Room
Sprunk, Elizabeth	Puree	105A

Apples : 1

Main Dining Room

Name	Det	Room
Ladd, Grace	Low Cholesterol	102 B

Asparagus : 2

Main Dining Room

Name	Det	Room
Ladd, Grace	Low Cholesterol	102 B
Ulton, Harry	Puree	103A

Chicken : 2

Cart 1

Name	Det	Room
Sprunk, Elizabeth	Puree	105A

Main Dining Room

Name	Det	Room
Dilley, Sandra	NO SPICES	104B

Identify the dislike before  
production starts  
By adjusting for the  
Resident preference

# Dislikes specific by dining location or total

## Dislikes - Any Meal

### Apple Juice : 1

Name	Diet	Room
Sprunk, Elizabeth	Puree	105A

### Apples : 3

Name	Diet	Room
Ladd, Grace	Low Cholesterol	102 B
Mendlin, Michel	Regular	101 A
Robinson, Norman	Puree/ NoconSwe	101 A

### Asparagus : 2

Name	Diet	Room
Ladd, Grace	Low Cholesterol	102 B
Ulton, Harry	Puree	103 A

### Chicken : 2

Name	Diet	Room
Dilley, Sandra	NO S/MAG	104B
Sprunk, Elizabeth	Puree	105A

Stay on top of alternate items to comply with meal Requirements and correct substitutes

For more information

- www.

innovaservices  
.info

- 419-663-  
9300