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We're Focused on Your Residents' Satisfaction

Hello and please enjoy the latest quarterly newsletter to our valued partners. This issue, we are focused on technology for CCRCs, CMS regulations on dining, food safety, and reducing the effects of inflation, in addition to other timely topics of interest. We are proud to be your partner and welcome your feedback and collaboration.

Through this newsletter we want to keep our lines of communication open and encourage you to reach out to Sodexo Seniors leadership throughout the year as – together as partners – we continue to elevate senior living.

We are looking forward to the LeadingAge conference this October in Denver! We hope to see you there! ★



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The Growing Impact of Technology at CCRCs

Today’s seniors are increasingly tech-savvy. A 2021 study found that 61% of American adults, age 65 and over, own a smartphone, while 83%, age 50 to 64, own one. And according to a report from McKnight’s Senior Living, 58% of senior living operators plan to invest in new technology. As older adults and their families explore options for continuing care retirement communities (CCRCs), technology is becoming an increasingly important factor.

Technology at CCRCs

Having technology available in all areas of CCRCs has become a baseline requirement. Today’s seniors see the benefits of using technology, which allows them to attend online classes or training sessions; coordinate services, such as transportation; and order meals.

Smart technologies

Increasingly, CCRCs are implementing smart technologies to help increase efficiencies and boost resident satisfaction. Our Sodexo Seniors teams are implementing two key technologies to improve operational efficiencies: task robots and temperature sensors.



Task robots

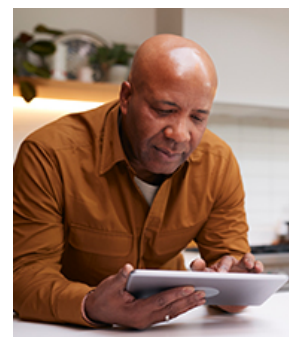
These “robotic butlers,” of sorts, facilitate senior care community operations and senior member experiences. Task robots can deliver food to residents—up to eight plates at a time. CCRCs are also using these robots for special-occasion tasks, such as delivering a birthday cake and singing “Happy Birthday” to a resident. Task robots can free up staff members to concentrate on other duties.

Temperature sensors

Temperature sensors help monitor and regulate senior communities and care centers by integrating sensors with monitoring platforms, such as computers or tablets. The sensors provide operational efficiencies by automating the daily tasks of monitoring refrigerator and freezer temperatures. The sensors monitor food temperatures on delivery, during storage, during cooking, and while being served to residents, which reduces the risk of inventory loss because they alert operators if cooling equipment breaks down (e.g., overnight or when closed).

CCRCs can also use temperature sensors on medication refrigeration or in food service refrigerators or freezers to be sure medications, foods, and drinks are kept at safe temperatures.

Seniors and their families will increasingly come to expect that CCRCs offer the latest in technological options both in rooms and throughout their community. Is it time for your community to evaluate your technological offerings to be sure you are ready for the next wave of seniors? Contact a member of your Sodexo Seniors team if you would like more information on task robots or temperature sensors. ★



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How Do CMS Regulations Affect Senior Dining?

The [Centers for Medicare and Medicaid Services](#) (CMS) provide important guidelines to help keep residents safe in senior living communities across the country. Here are some important reminders on how CMS requirements affect senior dining.

What senior living communities must provide

[CMS guidelines](#) state that “the facility must provide each resident with a nourishing, palatable, well-balanced diet that meets his or her daily nutritional and special dietary needs, taking into consideration the preferences of each resident.”

Related to dining services, communities must employ:

- **A registered dietitian (RD)** or other clinically qualified nutrition professional – either on a full-time, part-time, or consultative basis. If the RD is not employed full-time by the community, it must have a staff member who serves as the director of food and nutrition services and is sufficiently trained.
- **Support staff** that can fully carry out the functions of food service for all members of the community.

CMS requires that senior communities offer:

- Assistive feeding devices for residents who need them.

- Meals and snacks that meet nutritional needs and take resident allergies into account.
- Published menus that make reasonable efforts to fulfill the dietary needs of residents, as well as respect their religious and cultural preferences.

14-hour rule

CMS dictates a 14-hour rule, meaning that there should be less than 14 hours between food service. This rule applies to the overnight time period between the evening meal and the following morning’s breakfast. If a community offers residents a “nourishing snack” before bed, there can be 16 hours between the bedtime snack and breakfast the following morning.

CMS defines a nourishing snack as a verbal offering of at least one food item from the basic food groups. Here are some examples:

- Cereal with milk
- Half a turkey sandwich with milk or juice
- Milk or a milkshake with graham crackers

States’ guidelines will provide more details, but you can also reach out to a member of your Sodexo Seniors team for more information. ★



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The Benefits of Industry Associations

Improving the quality of life for older adults is an important mission and requires aging services professionals to stay abreast of the ins and outs of senior living. One of the best ways to do this is to join an industry association and attend industry-related events. As the senior living industry evolves and the demand for aging services rises, associations and industry events are excellent ways to stay informed about the challenges that every senior living provider faces.

Here are some great reasons to join an industry association and attend industry events:

- **Resources.** Industry-related associations provide support and resources that aging services professionals are unlikely to get anywhere else, such as industry news, research and analysis, standards, trends and best practices.
- **Professional development.** Associations often provide training, educational seminars and webinars, and other professional development activities to help professionals increase their knowledge or get certifications that can benefit their communities' operations and their careers.
- **Advocacy.** Being a part of an association means belonging to a group that advocates for industry-specific issues and allows members' perspectives to influence standards, policies, decisions and best practices.

Networking. Whether becoming a member of an association or attending its events, aging services professionals have the opportunity

to interact with like-minded individuals, exchange tips and information, and learn new perspectives and practices through networking.

- **Events.** Many associations host annual conferences that allow professionals to meet, reconnect, share and discuss ideas, learn and network in person. These conferences often feature guest speakers who are industry leaders or other experts in the field who discuss insights and trends.

In the past 12 months, Sodexo Seniors staff have attended more than 20 events presented by state and industry associations, and our services are better for it. We value these opportunities to meet with clients, allowing us to fine-tune the services we provide to senior living communities and ensure that we meet their challenges head-on.

Ensure that your community leaders and staff have access to all the resources they need to perform their jobs well. Join an industry association or attend association events and contribute to the evolution of senior living.

LeadingAge 2022 / Tastemaker

Sodexo Seniors will have a [booth \(#1604\) at the LeadingAge 2022 Annual Expo](#) and Conference in Denver, October 16-19, 2022. Tastemaker, our culinary event of the year, will take place on Tuesday, October 18 from 6:30 pm to 9 pm at Chambers Grant Salon. [Click Here to Register](#). We look forward to seeing you there! ★

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September is

— NATIONAL —
FOOD SAFETY
EDUCATION MONTH



September Is National Food Safety Education Month

Steps to Increase Food Safety

In honor of National Food Safety Education Month, here's some food for thought: Microorganisms are present on every piece of food that people consume. Some foodborne microorganisms are helpful, augmenting the flavor of foods; some degrade food quality, causing foods to spoil; and some are pathogenic, causing foodborne illnesses that can vary from mild abdominal discomfort to life-threatening infections. Anyone can acquire a foodborne illness, but seniors are among the groups who are more likely to develop severe complications from one.

Reducing Foodborne Pathogens

In the United States, the five pathogenic microorganisms that cause most foodborne illnesses are norovirus, campylobacter, clostridium perfringens, salmonella, and staphylococcus aureus. Scientists have developed a number of processing and packaging techniques to kill or inhibit the growth of these and other foodborne microbes (e.g., aseptic (sterile) packaging, canning, drying, fermenting, freezing, pasteurizing, salting, etc.). But the risk of foodborne illness is not completely eliminated with proper food processing and packaging. There are steps that anyone can take to help prevent foodborne illnesses:

- **Clean.** Wash hands often with soap and water, and thoroughly wash cutting boards, counters and other food prep surfaces, cooking utensils, and eating utensils with soap and hot water after each use. Also, rinse fresh fruits and vegetables with running water.

- **Separate.** Raw eggs, meat, poultry, and seafood can be vectors for pathogenic foodborne microbes, so use separate cutting boards, bowls, and utensils for these foods. Keep them separate from ready-to-eat foods and other items in the refrigerator.
- **Cook.** Cook food until it reaches a temperature that is high enough to kill microorganisms that can make people sick. Use food thermometers to determine whether meat, poultry, and seafood are cooked to safe internal temperatures (poultry = 165° F, red meat = 145° F, seafood with fins = 145° F, ground meats = 160° F).
- **Chill.** Refrigerate perishable foods within two hours and thaw frozen foods in the refrigerator or in cold water. Harmful bacteria can multiply rapidly in food that is allowed to sit at temperatures between 40° F and 140° F. Refrigerators should be kept at temperatures below 40° F and freezer temperatures should be at 0° F or less.



Ensuring that dining programs include a variety of exciting and delicious foods is imperative, but making sure that every food item is safe for residents to consume is equally important. ★

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Inflation – Partnering to Help Curtail the Effects

Inflation has hit a 40-year high in 2022 and we've all felt the effects, from increased prices to supply and demand challenges. The white-hot labor market has driven up wages faster than at any time since the mid-1980s, as employers struggle to attract – and retain – qualified workers. Inflation has also surged, with the [Consumer Price Index rising by 8.3% in the 12 months ending in April 2022](#).

The rate of inflation is expected to slow; however, prices for most goods and services are expected to remain high.

How Sodexo Seniors is Responding

Below are some of the ways we are working to mitigate the effects of inflation while reinforcing our commitment to sustainability, health and wellness, using locally sourced ingredients, variety in the offerings, and the overall resident experience.

We Help Combat Labor and Vendor Challenges

We optimize labor by:

- Coordinating teams from human resources, labor, frontline strategy, and segment support to recruit and hire new employees as well as retain current employees
- Valuating pay rates and compensation packages
- Focusing on training and development programs
- Refining compensation and labor management approach

We evaluate business volume to ensure appropriate staffing and scheduling through:

- Adjusting speed-to-hire to expedite the hiring process
- Analyzing labor availability by area/campus to determine appropriate actions

- Labor optimization, automation and cross-training
- Reviewing labor requirements / labor expenses to lower program delivery costs by eliminating redundant steps in daily work processes as well as aligning FTE and contractual needs (working to eliminate scope creep)

We use Sodexo Seniors-approved vendors to ensure sourcing strategies are optimized in terms of:

- Price
- Risk
- Quality
- Safety

How We Help Combat Food-Related Challenges

We follow the processes, systems, and tools available to you, including:

- Focusing on product quality to ensure guest satisfaction
- Menu planning using DRIVE, our platform that incorporates menus, recipe, and production management, purchasing and inventory into one end-to-end process flow

We optimize the Food Platform to design menus to better manage food-related costs by:

- Assessing Volume Discount Allowance impact, a discount that a wholesale company offers Sodexo in exchange for a bulk sale
- Implementing plant-powered menus to reduce use of traditional proteins
- Monitoring product availability/supply chain reliability
- Reducing protein mix and using 4 oz. chicken breast portion

We are here to collaborate with you and ready to implement creative solutions to help reduce the effects of inflation. We encourage you to ask questions, stay engaged, and help celebrate wins as we face these challenges together. ★

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Diversity, Equity & Inclusion Facts

Based on a recent survey of HR professionals (Jan 2022)

- Only 22% indicate that their DE&I initiatives have reached the “expert” or advanced” stage
- Only 9% rate their organization’s DE&I initiatives as highly effective
- Only 40% offer DE&I learning and development to all employees.
- Only 20% of organizations know just how effective their DE&I programs are

underrepresentation at all leadership levels

- Create a “visual environment” that reflects the diversity of residents
- Make inclusion part of your community’s DNA
- Commit to DE&I training for both employees and residents
- Solicit ideas from employees and residents on creating a more inclusive environment ★

Sodexo Seniors offers these DE&I ‘tips’

- Offer programs and activities for residents that celebrate more diverse cultures
- Develop a talent review strategy to address



Thank you for reading our Sodexo Seniors Client Newsletter. We value the partnership we have with you. Please let us know if you have any questions or if you have [topic suggestions for future issues](#).



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