

Schedule at a Glance

MONDAY, JUNE 5	
1PM - 4PM	Registration Open
TUESDAY, JUNE 6	
10AM - 5PM	Registration Open
12PM - 1:30PM	ANFP Volunteer Appreciation Lunch (Invitation Only, Ticket Required)
2PM - 4PM	Opening Keynote - Front-Row Leadership
4:15PM - 5:15PM	Break Out: Dining with Dementia: A Strategic Approach
4:15PM - 5:15PM	Break Out: Communicating for Results: From Conflict to Cooperation
5:15PM - 6:15PM	Opening Reception
WEDNESDAY, JUNE 7	
7AM - 3:30PM	Registration Open
7:30AM - 8:45AM	ANFP Annual Business Meeting & Leadership Recognition Breakfast
9AM - 10AM	Break Out: Dynamic Duo: Optimizing QAPI with the CDM and RD
9AM - 10AM	Break Out: Foodservice Director - Steal this Idea - Live!
10:15AM - 11:30AM	Building and Designing a Kitchen: What Every CDM Needs to Know
11:30AM - 12:45PM	Lunch on Own
12:45PM - 1:45PM	Break Out: Mentor, Motivate, Manage - Tips to Develop the Ideal Staff
12:45PM - 1:45PM	Break Out: Defining Successful Outcomes in a Regulatory World
2PM - 3PM	Survey Readiness and Risk Factors
3:15PM - 4:30PM	Leadership on the Front Lines: Embracing Competency for Yourself and Your Team
6:30PM - 10PM	ANFP Honors Gala
THURSDAY, JUNE 8	
7AM - 5PM	Registration Open
8AM - 9AM	Elevating Your Dining Program Through Global Cuisine
9AM - 12PM	Expo Hall Open!
1PM - 2:15PM	The Ever-Changing Landscape of the Workplace: Motivating, Managing & Mentoring Multi-Generations and Cultures
2:30PM - 3:30PM	Break Out: Mealtimes: Your Most Effective 60 Minutes
2:30PM - 3:30PM	Break Out: The "Nuts & Bolts" for Healthcare Success with Food, Nutrition and Dining
3:45PM - 5PM	Break Out: 3 Hospitality Secrets That Attract Residents, Retain Staff and Drive Positive Results
3:45PM - 5PM	Break Out: Diversify Your Menu with Vegetarian Cuisine
5:15PM - 6:45PM	Chapter Best Practices
FRIDAY, JUNE 9	
7AM - 12PM	Registration Open
7:30AM - 9AM	Are You Prepared? How to Create a Regulatory Compliant Disaster Meal Program
9:15AM - 10:30AM	Understanding Food Allergens and Safe Food Practices
10:45AM - 12PM	Closing Keynote - Achieving Stellar Outcomes: Implementing the Never Give Up Perspective

Full Schedule

TUESDAY, JUNE 6

12PM - 1:30PM	<p>ANFP Volunteer Appreciation Lunch (Invitation Only)</p> <p>We're celebrating the great influence of our volunteer leaders! All 2016-2017 ANFP National and Chapter volunteers are invited to kick-off the 2017 ACE with a luncheon to applaud and appreciate their valuable contributions to ANFP.</p>
2PM - 4PM	<p>Opening Keynote - Front-Row Leadership Marilyn Sherman, CSP</p> <p>We are where we are because of the CHOICES we've made. It takes courage to look at where we are versus where we want to be. After Marilyn's keynote, you will be able to make a commitment and strive to become better. When you engage in the process of improving yourself and engage more positively with your team, you will start to exceed your previous performance, exceed your customer's expectations, and succeed more than ever before. You will soon evolve into a position to help lead OTHERS to their front-row. THAT'S Front-Row Leadership. One thing that prevents people from having more success is a lack of courage and confidence to lead effectively. When people settle, it impacts their work, their team, their leadership, and their entire lives. Marilyn will provide solutions to prevent people from living and leading from mediocrity. Think of her as an usher, leading people to their front-row. Once people have the tools necessary to be more successful, they become ushers helping and impacting others in a positive way. Marilyn's presentations are all about helping people around choices, courage, and commitment to lead better - even if only by example.</p> <p>To begin the Opening Keynote, individuals from the Western High School Air Force JROTC will conduct a flag ceremony. In addition, ANFP member Ken Owens, CDM, CFPP, will sing the National Anthem.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Increase sales, employee morale & engagement - Decrease stress, conflict, and disharmony in the workplace - Implement a better attitude, positive morale/culture and no more excuses! <p>1.5 Hours GEN</p>
4:15PM - 5:15PM	<p>Break Out: Dining with Dementia, A Strategic Approach Sarah Rink, MS, RD, LDN</p> <p>As people are living longer, the prevalence of dementia continues to grow. This session will focus on the challenges affecting those with dementia, their ability to maintain adequate nutritional status and the negative implications of inadequate calorie, protein and fluid consumption. Techniques to promote optimal intake of meals and snacks will be discussed with a focus on dining within a long-term care or group dining environment.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand the obstacles causing nutritional challenges in the population with dementia. - Identify limitations of current dining atmospheres. - Describe techniques to maximize nutritional consumption during meal time. <p>1.0 Hour GEN</p>
4:15PM - 5:15PM	<p>Break Out: Communicating for Results: From Conflict to Cooperation Marilyn Sherman, CSP</p> <p>This is a content-filled program providing tools for anyone who doesn't like conflict or confrontation. Let's face it. No one really likes conflict, which is why so many people avoid it. Or, they act inappropriately because they don't have the tools to navigate conflict. This session will teach you how to communicate better to reduce conflict and how to handle uncomfortable conversations with grace and respect.</p> <p>Marilyn offers proven communication techniques that can be easily adapted to each individual's work environment. With examples and practice, attendees will learn the value of being assertive and not aggressive or passive-aggressive. This is a great workshop for individuals who want to reduce conflict, increase communication, or create a better foundation for company culture. Marilyn will provide communication tools that can be immediately applied at work (and at home) to create or increase harmonious relationships.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Develop the skills to reduce conflict and ability to handle uncomfortable conversations when conflict occurs. - Improve communication skills. - Create a better foundation for your company culture by improving communication and focusing on relationships. <p>1.0 Hour GEN</p>
5:15PM - 6:15PM	<p>Opening Reception</p> <p>Tuesday evening, attendees are invited to the top of The M Resort! LUX is perched 16 floors above The M Resort with spectacular views of the valley! Enjoy a cash bar and light hors d'oeuvres during the Opening Reception from 5:15PM - 6:15PM, prior to heading out for dinner on your own.</p>



**Annual
Conference
& Expo**

LAS VEGAS, NV | 2017

WEDNESDAY, JUNE 7

7:30AM - 8:45AM	<p>ANFP Annual Business Meeting & Leadership Recognition Breakfast</p> <p>Join us to celebrate the success of both the organization and the critical leaders that steer the direction of ANFP. The National Board of Directors will provide an update on the initiatives of the association, as well as a recap of last year's highlights.</p> <p>0.5 Hours GEN</p>
9AM - 10AM	<p>Break Out: Dynamic Duo: Optimizing QAPI with the CDM and RD Rocky Dunnam, CEC, CDM, CFPP and Matt Huffman, MS, RD, LDN</p> <p>This session will give a comprehensive overview of how the Registered Dietitian and Certified Dietary Manager can work together to supplement knowledge to improve quality assurance and performance improvement measures. The RD and CDM each have a unique skill set that, when blended, can enhance quality measures of the dining and foodservice department on a prospective and retrospective basis. A systematic approach will be outlined to improve quality, performance outcomes, and team building.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Learn how to improve outcomes in quality assurance and performance improvement. - Identify how the CDM and RD can work more effectively together to supplement each other's knowledge base. - Understand the QAPI process and how to improve systems by looking in a retrospective and prospective manner. <p>1.0 Hour GEN</p>
9AM - 10AM	<p>Break Out: FoodService Director - Steal This Idea - Live! with Dana Moran</p> <p><i>FoodService Director</i> packs the back page of its magazine with bite-sized, stealable ideas from all corners of the noncommercial industry and beyond. In this session, you'll have an opportunity to share tips from your own operation during a fast-paced exchange with other FSDs. From menu development to hiring and training staff, and from renovations to sourcing, no topic is off limits!</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Gain problem-solving insights from other operators in the segment. - Discover the industry's biggest pain points—and how to solve them. - Foster a sense of community among operators and developing future contacts. <p>1.0 Hour GEN</p>
10:15AM - 11:30 AM	<p>Education Session – Building and Designing a Kitchen: What Every CDM Needs to Know Rob Geile, CFSP, LEED AP, Greg Gorgone, CDM, CFPP, FMP, Ken Hanson, CPM, CDM, CFPP, Moderator, Tom Thaman, AHCFA, CDM, CFPP</p> <p>Facility construction and/or remodeling happens at least once to most CDMs. Many go into this process unprepared and can be held accountable for a newly constructed kitchen that does not work. This session will provide an understanding of the process and provide strategies to achieve the goals of the project. In this panel discussion, learn tips and techniques from industry experts and CDMs who have successfully managed a kitchen remodel.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Understand the kitchen design process and learn how to manage the transition. - Develop strategies to design a modern and efficient kitchen to prevent expensive do-overs. - Identify and select the most appropriate equipment for your operation. <p>1.25 Hours GEN</p>
11:30AM - 12:45PM	<p>Lunch on Own</p>

WEDNESDAY, JUNE 7, CONTINUED

12:45PM - 1:45PM	<p>Break Out: Mentor, Motivate, Manage - Tips to Develop the Ideal Staff Mary Hanna-Schupp, BS, CDM, CFPP</p> <p>We all know the challenges we can face with managing our staff. In this session, discover how to address performance issues before they escalate. Learn how to use motivation, mentoring and training to retain and develop your staff. Learn tips on how to document performance issues through the progressive discipline process and know when and how to put pen to paper.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Learn the steps of the progressive discipline process. - Identify tips to mentor employees to resolve performance issues and retain staff. - Understand the tools needed to address your staffing challenges with confidence. <p>1.0 Hour GEN</p>
12:45PM - 1:45PM	<p>Break out: Defining Successful Outcomes in a Regulatory World Brenda Richardson, MA, RDN, LD, CD, FAND, Barbara Thomsen, CDM, CFPP, RAC-CT, ICAC</p> <p>This session explores the IMPACT (Improving Medicare Post-Acute Care Transformation) Act and regulatory requirements focused on quality measurements and resource utilization. Food, nutrition, and dining with a person-centered care environment are critical components for successful outcomes.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Describe the key components of the IMPACT Act and regulatory requirements which shape the healthcare requirements. - Identify the role of food, nutrition, and dining in the healthcare regulatory world. - Evaluate current facility programs and identify additional resources available to assist in implementation for success. <p>1.0 Hour GEN</p>
2PM - 3PM	<p>Education Session - Survey Readiness and Risk Factors Melissa Vaccaro, MS, CHO, CP-FS</p> <p>The Centers for Disease Control and Prevention (CDC) has identified 5 risk factors associated with foodborne illness. These factors, if controlled, will reduce the risk of a foodborne illness. If a facility is always controlling these risk factors, it should always be ready for an inspection. During this session you will find out what risk factors are most out of compliance in your industry.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Identify the 5 CDC risk factors that contribute to foodborne illness. - Understand how controlling the risk factors greatly reduces the risk of illness in your facility. - Identify ways to have your facility ready for an inspection/survey at any moment, announced or unannounced. <p>1.0 Hour SAN</p>
3:15PM - 4:30PM	<p>Education Session - Leadership on the Front Lines: Embracing Competency for Yourself and Your Team Lydia Hampton, RD, LDN, and Dick Hynes, Facilitators</p> <p>It's one thing to engage in training for yourself and your team, but quite another to ensure professional competency. Do you know the difference? In this interactive session, you'll learn what it really means to be professionally competent, how to create a plan for yourself and your team, and how to get the buy-in needed to enact your plan. We'll take you on a journey to navigate this process which can be fraught with challenges, but can result in great rewards!</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> - Define the difference between continuing education and continuing competency. - Identify gaps in the professional competency. - Develop a plan for achieving team competency goals. <p>1.25 Hours GEN</p>
6:30PM - 10PM	<p>ANFP Honors Gala</p> <p>This evening gala event is included with all registration categories. The Honors Gala will begin with a cash bar reception followed by a sit-down dinner and awards presentation. The evening will conclude with entertainment and dancing. The Nutrition & Foodservice Education Foundation (NFEF) will host the annual Silent Auction to raise money for the critical work of the Foundation. Semi-formal/evening attire is encouraged.</p>

THURSDAY, JUNE 8

8AM - 9AM

Education Session - Elevating Your Dining Program Through Global Cuisine

Rich Hoffman, WCC, CEC, CCA, CDM, CFPP

In this demo, Chef Hoffman will highlight, discuss, and demonstrate foods from different parts of the globe. Chefs may not utilize these items on their day-to-day menus, but they can be offered to guests in different preparations at a reasonable cost. Understanding global cuisine will bring diversity to the menu, please a variety of palates and increase guest satisfaction. Understanding the diverse backgrounds of your guests and trending menu offerings to their likes, where they have traveled and the country of their family's origin will elevate your dining programs. Expanding your menus to include ethnic specialties will bring a level of comfort for these residents and their guests while growing your employee's training and skill set.

Learning Objectives

- Learn how the current trend of global cuisine is impacting dining services.
- Assess the diverse backgrounds of your residents and guests and incorporate them into menu development.
- Discover butchery and classic cooking techniques for a global menu choice.

1.0 Hour GEN

9AM - 12PM

Expo Hall Open!

Visit The M Pavilion to see what's new in foodservice at the ANFP Expo! The Exhibit Hall will be full of innovative products and services. Sample, test, and evaluate new offerings and bring home fresh product ideas for your organization. Thanks to the generous sponsorship of Ecolab, ANFP will host a service project event during the Expo. Visit the back of the Exhibit Hall where you can volunteer to work with your peers at our hygiene kit building event. Our goal is to fill 750 children's hygiene kits to distribute to shelters, missions, disaster relief efforts, or a number of other places within the community. We will also be partnering with Three Square, a local foodbank to donate all unused perishable and nonperishable items to help those in need.

3.0 hrs Food Show Hours (FSH)

12PM - 1PM

Lunch on Own

1PM - 2:15PM

Education Session - The Ever Changing Landscape of the Workplace: Motivating, Managing & Mentoring Multi-Generations and Cultures

Scott Lesnick

Successfully blending the five generations currently in the workplace can be a tall order. Your Human Resources leadership is the key! Our goal is to help support happier, more productive employees. This interactive session covers strategic methods of improving employee morale, improving operational efficiency, increasing employee retention and improving employee productivity, including how to find it, how to harness it and how to keep it. Millennials get a special nod in this presentation - you will see why they deserve it!

Learning Objectives

- Increase employee retention and potential new candidates.
- Improve employees' understanding of each generation and cultures.
- Understand the five most powerful things we can do to improve employee engagement with all generations (based on four years of surveys).

1.25 Hours GEN

2:30PM - 3:30PM

Break Out: Mealtimes: Your Most Effective 60 Minutes

Cindy Heilman, MS, NDTR, FAND

So much can go wrong in the dining experience. This negativity can rapidly infect the entire business - draining morale, increasing costs, and limiting profitability. An outstanding food experience, on the other hand, has the potential to reap just desserts for an entire organization. For that to occur, certain fundamental principles need to be cultivated and take root within an organization's culture. During this session, 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 profitable experience.

Learning Objectives

- Explain the centrality of dining to organizational success: the six truths about your business you shouldn't ignore.
- Identify the current gaps between service expectations and service delivery.
- Discuss why this gap is widening and benefits and solutions to closing it.

1.0 Hour GEN

THURSDAY, JUNE 8, CONTINUED

2:30PM - 3:30PM

Break Out: The “Nuts & Bolts” for Healthcare Success With Food, Nutrition and Dining

Brenda Richardson, MA, RDN, LD, CD, FAND, Barbara Thomsen, CDM, CFPP, RAC-CT, ICAC

This session will provide an overview of the overall tools and “nuts & bolts” needed for food, nutrition, and dining programs. Attendees will be provided toolkits to support successful nutritional care and services in critical areas (i.e. assessments, care planning, operations and customer satisfaction).

Learning Objectives

- Recognize the tools needed for successful food, nutrition, and dining.
- Evaluate the effectiveness of facility programs for food, nutrition, and dining.
- Apply the necessary tools and resources to support successful outcomes.

1.0 Hour GEN

3:45PM - 5PM

Break Out: 3 Hospitality Secrets That Attract Residents, Retain Staff and Drive Positive Results

Cindy Heilman, MS, NDTR, FAND

This session will explore competencies necessary for staff to create an optimum dining experience and address the advantages of learning new skills to improve communication between all stakeholders. It challenges participants to value change and recognize their significance as leaders. Through interactive exercises, solutions will be shared that participants can implement to promote individual and department’s role in contributing to the organization’s success and marketability.

Learning Objectives

- Identify concrete leadership initiatives and staff competencies required to raise service quality standards.
- Describe three hospitality secrets CMS recommends and boomers demand that when implemented, they will recommend their friends move in.
- Apply these five low-cost changes you can implement immediately to raise service quality and improve the dining experience.

1.25 Hours GEN

3:45PM - 5PM

Break Out: Diversify Your Menu with Vegetarian Cuisine

American Culinary Federation (ACF), Stacie Rauch

Adding vegetarian dishes to your menu can offer an abundance of choices to meet residents preferences. Through this chef demonstration, discover new options to incorporate into your menus.

Learning Objectives:

- Learn vegetarian cuisine to add diversity to your menu.
- Learn cooking techniques and skills when cooking vegetarian dishes.
- Expand your offerings through a demonstration of breakfast items, entrées, vegan and gluten-free dishes.

1.25 Hours GEN

5:15PM - 6:45PM

Chapter Best Practices

Chapter leaders will share volunteer best practices while growing their professional network. Trending topics chosen are based on feedback from those representing ANFP at the local level. This year, representatives from each of our Diamond Award nominees will discuss their projects, initiatives as well as their best practices that qualified them for the award. A short reception will take place following the session. Don’t miss the opportunity to network with your peers! Attendees will receive a certificate of attendance.

1 Hour GEN

FRIDAY, JUNE 9

7:30AM - 9AM

Education Session – Are You Prepared? How to Create a Regulatory Compliant Disaster Meal Program

Omar Humes, CDM, CFPP and Jo Miller, MPH, RDN

Your patients and residents depend on you for uninterrupted nutritious meals in a disaster. Is your facility prepared with the quantity and quality of meals? In this session we will review current and proposed CMS regulations and best practices, disaster meal planning tools, and meal plus water options. By the end of the discussion you will have the tools to build on your current emergency nutrition plan and improve patient care in a disaster.

Learning Objectives:

- Learn how to use an all hazards approach to building your disaster plan and access information on common hazards in your community.
- Review New CMS regulations and recommendations for disaster meal planning.
- Review and provide access the latest tools and techniques in emergency nutrition preparedness and planning.

1.5 Hours GEN

9:15AM - 10:30AM

Education Session: Understanding Food Allergens and Safe Food Practices

Barbara Wakeen, MA, RDN, LD, CCFP, CCHP

Food allergies are becoming more prevalent in our institutions. This presentation will address the most common food allergens, and the differences between allergies and intolerances. Addressing individual allergy needs and the means to serve safe food to those with food allergies is key.

Learning Objectives:

- Identify the big eight food allergens and the adverse reactions from consumption.
- Discover the differences between food allergies, intolerances and sensitivities.
- Understand the differences between cross contact and cross-contamination, and be able to apply safe food practices in their institutions.

1.25 Hours SAN

10:45AM - 12PM

Closing Keynote – Achieving Stellar Outcomes: Implementing the Never Give Up Perspective

Scott Lesnick

This session will have you on the edge of your seat for the first five minutes! Scott will take you along for a ride that is outrageously true, filled with actionable takeaways, both professionally and personally, which are geared to help grow the leader in you. Hang on tight as we discover our true heart's strength, our ability to push beyond our limits and nurture the leader in each of us.

Learning Objectives:

- Increase your leadership abilities through relationship building and improve communication effectiveness with both management and staff.
- Recognize when stress may be affecting business decisions and provide you with tools to reduce stress and increase focus.
- Develop new approaches to long-term challenges through strategy and tenacity.

1.25 Hours GEN