

IDAHO CHAPTER ANFP SUMMER NEWSLETTER



Happy Summer Time

Letter from the President of Idaho ANFP,

Hope all is well in all of your communities in Idaho. Being a CDM does come with many stresses and victories. This job isn't for the light hearted and everything we do, every day just promotes the wellbeing of the great people we get to feed. I am very happy to be in this role as the president of the Idaho Chapter. I am seeking some input from the members to move forward and make this chapter the best it can be. I have attached a short survey to help get feedback from all of you. Don't hesitate to contact me with any questions or ideas that you may have. There is open room for volunteers in the chapter and any help is greatly appreciated. I look forward to writing more of these newsletters and being in touch more as time continues on. Thank you all for the opportunity to represent all of you great people and this great state. Have a fun and safe summer.

Jared Evans

Fall Meeting Date & Time

20/200	S H A R E	1
20/70	T H E	3
20/50	V I S I O N	3
20/40	FALL WORKSHOP: SEPT 24 - 26	4
20/40	HISTORIC DAVENPORT IN SPOKANE	5
20/30	IDAHO HEALTH CARE ASSOCIATION WASHINGTON HEALTH CARE ASSOCIATION	6

This Fall Conference with Washington Health Care Association & Idaho Health Care Association has some great programs:

When registering, please select "Idaho Health Care Association" from the Facility Dropdown menu at <http://www.whca.org/registration> and then proceed from there.

If you need any help or support, please call WHCA at 800-562-6170 and ask for Sandy Ostergard. She is their registration guru!

Congratulations to Terri Perez at Veterans Memorial Hospital with winning the 2019 National Dining Excellence Award.

This is a very distinguished award and Terri is a very deserving winner. I've attached a little note about Terri that helped her win this award. Great Job Terri, we are proud of you!!

Teresa (Terri) Perez puts the care of every resident first—before herself or anyone else. She gets to know each resident personally to find out what makes them tick and what makes them happy. She approaches each residents' needs with grace, respect and generosity. Terri is in the dining room at least 2 meals a day, every day she works. She wheels residents into their table, sets them up by offering a favorite beverages (sometimes it's a mocha) and offers them their preference of a napkin or clothing protector. Terri assists with resident menu selection— treating them like they are in a fine restaurant—serves their trays, always looking for plate appeal and the correct diet, and helps with clean up. She is doing this while she is supervising her staff of 20+ and overseeing the whole meal service. Terri's food service operation provides over 500 meals to seniors, staff, and volunteers daily. She has been a CDM in long term care facilities for nearly 20 years - and although she hasn't changed jobs often, everywhere she does go improves by 100% within months of her arrival. Terri is not only a food service and customer service expert, she is also a clinical nutrition wizard.

Here is an example of a resident she has recently impacted..

Hi, I am Joe. I am a resident at the facility where Terri Perez is the CDM/Food Service Manager. No one really likes me and I am known as the facility "grouch". I make a lot of demands on all staff, not the least of which are the dietary staff. I don't feel well and I have had a lot of loss in my life. I never smile because there is not a lot to smile about these days. I do grumble a lot and I know this is why no one ever wants to talk to me. Then along came Terri Perez, my new Food Service Manager. She approached me with a "what can I do for you?" attitude - she really listened and wanted to know more about me and what I like to eat, when I like to eat and what special things she could do for me. Some my requests seem odd to other people—like I want canned pears every single breakfast meal, I only like strawberry flavored drinks and no flavor besides strawberry ice cream, and I want fruited jello with fruit cocktail every lunch. But Terri didn't bat an eye....and the next day and every day since, I have had all the things I requested. She makes me feel special. I find myself smiling now



Annual ANFP Fees are due at the end of the month

here is more information and FAQ's on membership dues:

[https://www.anfponline.org/about-anfp/anfp-membership/frequently-asked-questions-\(faq\)](https://www.anfponline.org/about-anfp/anfp-membership/frequently-asked-questions-(faq))

Just a reminder that anybody and everybody that would like to volunteer in our chapter is always available. To volunteer please email Jared Evans at jpevans@centurypa.com

Have A Great Summer!

Idaho Chapter ANFP