

## MESSENGER

**Volume 54 No. 3 Holiday 2017**

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Editor: Dorothy Radermacher CDM CFPP

### Mission Statement

Position the Certified Dietary Manager  
as the expert in foodservice  
management and food safety.

### Vision

The Certified Dietary Manager  
is the cornerstone of the  
collaborative Dietetics  
Profession.

### Inside this issue:

- \* *Annual Conference Highlights & Review*
- \* *3rd Tuesday of the Month is MN ANFP  
Connect Day*
- \* *MN ANFP Balance Sheet*
- \* *Sharing Food Safety Strategies  
from the Conference*
- \* *2017 Annual Conference Financial Reports*
- \* *Conference Keynote Speaker Gift in Honor of  
MN ANFP*

Front Row:

**Past President Allison Josephson;  
President Shar Bengtson;  
President Elect Jess Weisbrich;  
Awards Recognition Leadership  
Development Erin Meine;**

Back Row:

**Scholarship Sue Tackaberry;  
Membership Kathryn Hagen;  
Communications Dorothy Raderma-  
cher;  
Legislative Lydia Kljucaricek;  
Vendor Co Chair Collette Johnson;  
Treasurer - Elect Deb Kahn;  
Vendor Co Chair Doug Boser;  
Secretary & Communications Co  
Chair Jeff Wuollet;**



*Happy Holidays from your  
MN ANFP Chapter Leadership Team!*

# Chapter Leadership Team 2017—2018

## Board of Directors



**Allison Josephson CDM CFPP**  
Immediate Past - President



**Shar Bengtson CDM CFPP**  
President  
2017 Fall Conference Chair



**Jessica Weisbrich CDM CFPP**  
President Elect  
2018 Fall Conference Chair



**Jeffrey Woullet CDM CFPP**  
Secretary  
Communication  
Co -Chair



**Gail Schwanbeck CDM CFPP**  
Treasurer  
Finance Chair



**Deb Kahn CDM CFPP**  
Treasurer Elect  
Finance



**Erin Meine CDM CFPP**  
Awards & Recognition  
Leadership Development Chair



**Shona McCue CDM CFPP**  
Education Chair



**Kathryn Hagen CDM CFPP**  
Membership Chair



**Dorothy Radermacher CDM CFPP**  
Communication Co- Chair  
Newsletter, Technology/  
Website



**Sue Tackaberry CDM CFPP**  
Scholarship Chair



**Lydia Kljucaricek**  
Spokesperson, Impact,  
Legislative Chair



**Sue Zins CDM CFPP**  
Strategic Planning Chair



**Doug Boser CDM CFPP**  
Vendor Co-Chair



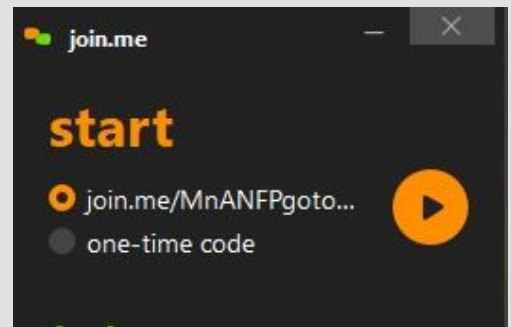
**Collette Johnson, CDM CFPP**  
Vendor Co-Chair

# ***“Stay in touch with your MN Chapter and Board of Directors”***

The 3rd **Tuesday** of the each month is set aside as  
**MN ANFP Chapter Connect Day unless we have an in  
person board meeting scheduled.**

Join President Shar from 8 to 8:30 a.m. for a Chapter &  
Board **Join Me Meeting** Conference Call .

- All members are invited to audit these meetings.
- It's a great opportunity to learn if you serve on a committee or are considering becoming a volunteer.
- Dates are listed on the chapter website under “Chapter Events.”



**Follow Us at:**

<https://www.facebook.com/mnanfp/>

“Like & follow our page”



Help us get to 1/2 of our membership engaged with us on Facebook. Our goal is 235 likes and followers.

**MN ANFP Chapter Website:**

[http://www.anfponline.org/events-community/chapters/  
chapter-pages/minnesota/home](http://www.anfponline.org/events-community/chapters/chapter-pages/minnesota/home)

Your Communications Team  
Dorothy Radermacher & Jeff Woullett

Greetings Members,

## Happy Holidays

I hope everyone has a safe and happy season.

Next board meeting will be at Talahi Senior Campus, Friday, January 19th 9 am -3 pm. All members Welcome

Sincerely,  
Sharla Bengtson CDM CFPP  
MN ANFP President 2017-2018



## Congratulations Top 5

**Whova** App most active users:  
Jennifer Fulmer, Connie Peyton,  
Frankie Lorenz, Kristi Salisbury &  
Allison Josephson

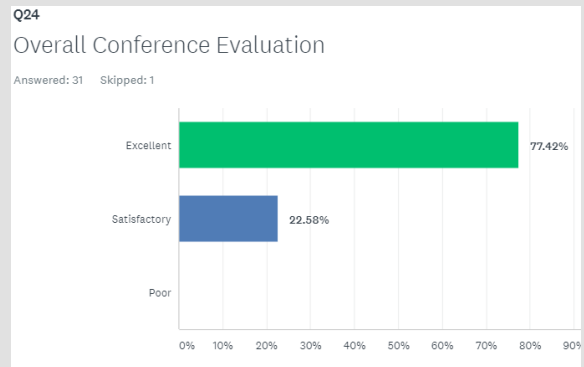


## Financial Report

Gail Schwanbeck, Treasurer  
Deb Kahn, Treasurer Elect

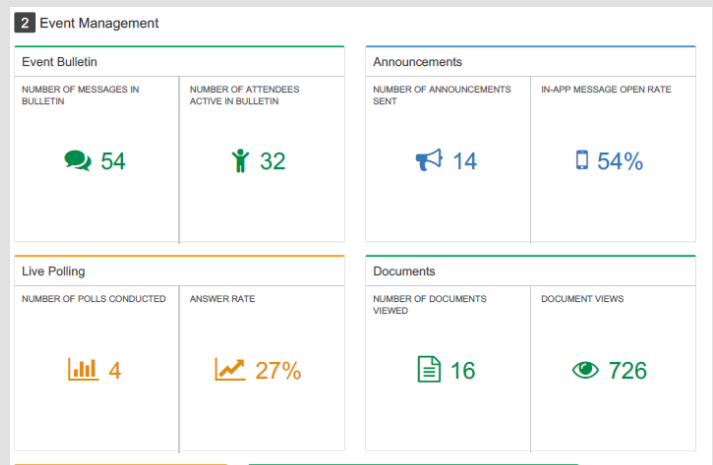
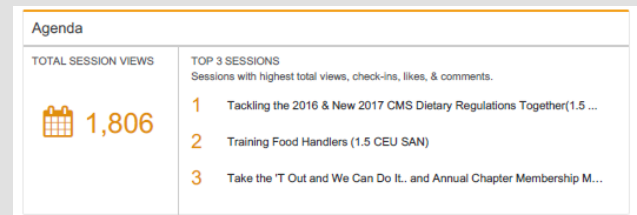
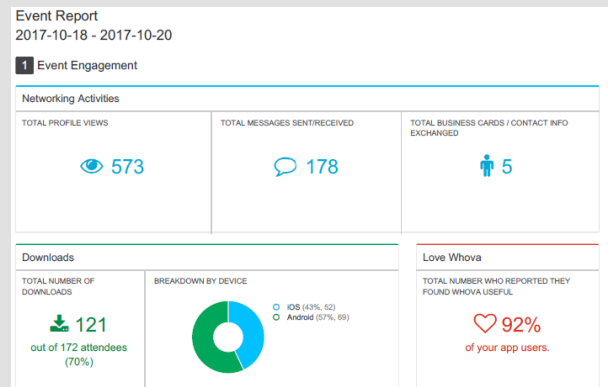
Balance Sheet 10/31/17

- \* Chapter Checking \$15,307.26
- \* Chapter Savings \$370.53
- \* Scholarship Savings \$10,297.32



For Full Conference Evaluation go to the following link:

<https://www.surveymonkey.com/results/SM->



## 2017—18 MN ANFP Award Winners

### *CDM of the Year*

**Lisa A. Hoffman, CDM, CFPP**

*Fairview North Region  
Director of Nutrition & Foodservice  
Nominated by Dorothy Radermacher*



Lisa has been a member of MN ANFP since 7/8/1996. She has been active in the Chapter and has served as Membership Chair and on the Communications Team where she was responsible for the website. In the fall of 2014 Lisa was notified her position was eliminated.

The company was reorganizing and they were creating a North Region Director of Nutrition & Foodservice. At the same time, they entered into a Partnership for a Healthier American Project. Through application & interview she was offered the position. Her responsibilities include: inpatient clinical teams & outpatient education revenue; lead for 2 of the 7 hospitals in the Fairview Health System.

While learning the new facility & teams, she implemented the Partnership for a Healthier America program in 1 year, rather than the standard 3 years. Lisa also implemented a composting program during this time and came in under budget. She is currently working to eliminate all foam in her operation. Through all of the transition she and the supervisors started a huddle twice a week to keep staff informed about each & everything they were working on. They created goal boards and updated monthly. Employee engagement scores rose during this time. Since Lisa has been at Fairview (2009) she has been a co-lead on starting an employee recognition program called "Sparks". She sits on the Board of Directors for the Meals ala Car program, and leads or participates in many volunteer opportunities such as March of Dimes, Heart Walk, Taste events,

### *Congratulations!*

*Erin Meine, ARLD Chair*



Habitat for Humanity, Relay for Life, Safety Fairs, Ladies Night Out and many more. Lisa is a true asset to her family, friends, employer, community and makes the world a better place.

### *Administrator of Year*

**Candas Schouvieller**

*Oak Hills Living Center Administrator  
Nominated by Jessica Weisbrich, CDM CFPP, RD.*

Candas, with the support of our board of directors, has allowed our kitchen and dietary services to be top notch with many changes over the years. This summer, we are undergoing an expansion and remodel of our main kitchen to better service our residents. Candas is also willing to step in and help whenever needed. Candas has always supported my involvement with ANFP from conferences to board meetings, and everything in between. She and Amy (our CFO) attended part of the National meeting with me in Indianapolis last year.

Candas encourages all staff to continue our education and networking with those in our industry. She sends staff to many different programs including Leading Age annual conference and Leadership program, HSS Specialist training, other local leadership/education opportunities. Candas was in full support of my going back to school to become an RD. Candas has always supported my ideas, no matter how crazy they may be. We have had many changes in our dining services to continue to grow with the needs of our residents and community. (continue next page)



## Administrator of the Year (continued)

She has fully supported our catering business and continues to listen to ideas of all staff to better support our residents. She is amazing. Candace has a very difficult position and she handles herself with grace and respect. She is a genuine person who does everything she can to make Oak Hills a premier long term care facility.

### *2017 Vendor of the Year*

#### **Chris DeWanz Carroll**

Sysco Marketing Associate  
Nominated by Marjorie Smith, CDM, CFPP

Chris had been the vendor chair person for MN ANFP. She has had vendors come in to share products with each of us and our residents to see if the resident's would like them on our menus. She has helped me serve special meals to our community (which was during her off time).

Always answers any questions that we may have. Attends our menu planning meetings and suggests cost effective food items.



### **First Education and Career Fair Held at 2017 Annual Conference**

Attendees were able to visit tables hosted by

- \* ANFP Marj Smith CDM CFPP, Director -at - Large provided information on CEU's, webinars, advanced learning and CBDM audit.
- \* MN ANFP Colleen Zenk CDM CFPP shared promotional & regulatory information shared by the Education Committee at distributor events and food shows, allied association meetings and career fairs.

Continued next column

## First Education and Career Fair (continued.)

- \* Other exhibitors included UND represented by Brenda Rubash who shared information regarding their Dietary Manager Program. & Northland Community College, hosted by Angie Brekken, promoted their Diet Technician program.
- \* Also exhibiting were Patrick and Dawn Nickelson representing **Passion for Dining and Nutrition**. Dawn sits on the Workforce Council with Care Providers. Through her work, MN ANFP has been invited to collaborate with Care Providers administrators on strategies to meet the demand of the new CMS regulations CDM's in their facilities.
- \* Open positions for CDM/CFPPs listed on various websites were also shared with attendees.
- \* Attendees stated they would like to see this event again next year with more exhibitors.

### **Wine Pull at Fall Conference Nets \$510 for Chapter Education Fund Initiatives**

Board Members Jessica Weisbrich and Erin Meine organized and conducted a wine pull during the Vendor Show. Attendees purchased Mystery Wine Bags for \$20 per bottle or 2 bottles for \$30. Value of wine ranged from \$5 to \$35 adding to the excitement. All participants were guaranteed wine. Chapter Leadership Team members donated much of the wine used for the fundraiser.

**"We can't thank our donors and volunteers enough for their support" states Shona McCue. Funds raised will be used to market the CDM CFPP credential and for administrative and industry awareness.**



# Education Committee Chair



Our team is looking forward to working together to address:

- ♦ Staffing and Labor Force Issues
  - Shortage of staff and CDM's in the industry
- ♦ Reviewing the Skill Set Needed to Lead a Nutrition & Foodservice team
  - As a CDM do you have a Culinary Skill set or are you looking to hire a Chef
- ♦ Expanding training to be more local to meet the needs of our members and their team.
- ♦ Maintain Chapter Champion Status with NFEF

Shona Mc Cue CDM CFPP

NFEF Chapter Champion Board creates excitement

& engages attendees & staff of Holiday Inn.

Congratulations to our \$250 Winner!!



Deb Kahn

Kathryn Hagen

Marj Smith

Todd Friebohle

Edie Arnold

Donna Mackedanz

Glenda Erickson

Pam Streich

Kathy Leenerts

Dorothy Radermacher

Joyce Meyer

Allison Josephson

Jeff Woullet

Karla Rutten

Sue Krawiecki

Terry Bernardy

Gail Schwanbeck

Judy Himango

Julie Gluth

April Pohlman

Jenny Fulmer

Roberta Monk

Sheila Stredde

Sharon Dirkes

Rachel Voight

Colleen Zenk

Ione Gustafson

**Jessica Weisbrich-Winner**

Collette Johnson

Sue Tackaberry

Denise Gilbertson

Angie Leehy

Julie Suess

Norma Schlosser

Judy Mattocks

Marilyn Wollff

Diane Thoennes

Doug Boser

Sheila Miller

Shirley Carroll

Shar Bengtson

Karla Fischer

Carmen Williams

Mary Henkel

Connie Peyton

Heather Koch

Val Jerzk

Ardell Sterns

Jenny Fulmer

Janine Jorgenson

Laurie Berger

Thanks Everyone for Helping us  
Achieve Chapter Champion  
Status!!





## Sharing Food Safety Strategies – Summary of Roundtable Discussions

Jeff Wuollet and Colleen Zenk, Facilitators

MN ANFP members shared ***Strategies for Food Safety Training*** at a breakout session during the fall conference. The facilitators for that session agreed to summarize the discussion and share it with all members in this newsletter. This article is a summary of the roundtable sessions.

### Background

Five critical areas of food safety training were identified – Employee Health and Hygiene, Allergens, Temperature Monitoring, Food and Chemical Storage & Labeling, and Cleaning and Sanitizing. Members rotated through all topics in groups. Each group discussed these five questions:

- What are your biggest challenges, issues or problems in this area of food safety?
- What techniques are used for training on this topic; who does it and how often?
- What policies and procedures do you have in place for this area; do you write them yourself or use another source; what policies still need to be developed.
- How do you prove/test/demonstrate staff competency in this area?
- What would help you do a better job of training employees on this topic?

### Employee Health and Hygiene, Handwashing and Glove Use

Challenges included staff not changing gloves when needed, not wearing gloves at all, feeling gloves are “magic” and can touch anything while wearing them, not using controls (barriers, utensils) to serve, body piercing, not following policies, handwashing not being convenient, improper wearing of hair coverings.

Training techniques included using online programs, use of demonstration and hands-on experiences, use of audits and in-services, requiring documents acknowledging training, using videos and tests, ServSafe® training for key personnel and requiring passing scores, use of black-light (Glo-germ) demonstrations. Training was generally done by management or other staff and on-going (daily, constant).

Policies in place included a sick time policy (24 hours free of symptoms), and corporate or facility policies. Policies sometimes came from online sources or were written by a dietitian, department head, or RN's. Some used the FDA food code for policies. Recommended enforcement of policies in place.

Some focused on at least two competencies per year and having staff demonstrate. Staff training on required competencies at least once per month. Documentation of training.

Biggest need was more time for training; having nurses do some in-services, particularly of nursing assistants or other care-givers who handle food. Encouraged managers/department heads to lead by example and provide occasional rewards for doing the right thing – candy, thank-you cards.

### Allergen Management

Challenges included clients saying “I’m allergic to...” but may/may not be. Clients may have mental issues or dementia and/or difficulties identifying foods that cause symptoms. Other issues included dislikes that are viewed as allergies and identifying true allergies vs. intolerances. Some were concerned about cafeteria signs that don’t alert to allergies particularly in public areas, as well as cross-contamination, and improper reading of labels. Increasing requests for gluten-free menus and the need to provide special products that cost more was a concern. Also the request for peanut-free environments, and more lactose-intolerant residents were challenges. Lastly, getting other departments to recognize allergen issues with residents was a concern.

Training techniques included checking and noting the list of allergies found in medical record, encouraging staff to take a ServSafe® class, accessing online training, or that from the CDM or RD. Having daily meetings with key staff – cooks, servers to ensure compliance. Using colored dots for types of allergens on tray cards, using col-

ored cutting boards in preparation, replacing diet manuals every five years, making sure staff is engaged in training, use of videos, and having sign-in sheets for training were suggested. Good communication was essential.

Policy sources included those published by Becky Dorner, RD411, ANFP websites, corporate policies, diet manuals and distributors. Reinforcing that staff has to follow policy and that procedure is a guide. Policies may have to be client specific.

Competency based on a check and balance system; staff asks other staff if allergen has been accounted for. Staff would demonstrate competency at meetings and one facility held a "skills fair".

Needs include having allergen training included in orientation process; having dietitians and nurses do in-services or making sure they are included in the ones that are done; making sure presenters know a particular topic well if they are doing an in-service. Groups felt there were lots of resources available online to meet training needs.

# Food Safety

## Temperature Monitoring

Challenges included staff not monitoring temperatures on room trays, or not including tray monitoring in training. Issues with cold foods (sandwiches and lettuce in particular) and deficiencies issued for cold foods during surveys. Staff not recording temperatures at all or missing temperatures were issues as well as using the correct size pans for adequate cooling.

Training was done by constant reminders, doing tray assessments, making sure new people are trained, calibrating thermometers on a regular basis, doing periodic audits, and on-the-spot training.

Policies were provided by corporate entities in most cases but some used Becky Dorner Manuals. Some wrote their own using Google. (Colleen comment – use FDA Food Code, USDA or ServSafe® book for more accurate information).

Competencies that were critical were cooler, dishwasher and food temperatures as well as accuracy and attentiveness to record keeping. Members used forms provided by ANFP, RD411 or other websites, education tracks on corporate

training websites, and vendor sources.

Greatest need was for more competent employees, better access to cost-effective ready-to-go policies and procedures. Also needed was more time for training and more supervisor checks.

## Food and Chemical Storage; Labeling and Dating

Challenges included monitoring of resident room refrigerators, staff dating products when opened; discarding TCS foods consistently after 7 days or discarding at date indicated. Also, storing and labeling leftovers correctly and correct labeling and dating of chemicals were identified as issues.

Training techniques included holding frequent training sessions, and adding time for questions/comments to meeting agendas. Training staff on how to read labels, and using FIFO were effective tools. Sending staff through ServSafe® or Food Handler training or using training provided by Educare® or Healthcare Academy® (member suggestions) were useful. Holding monthly meetings, using mentors for training and reviewing policies as part of orientation and on-boarding were useful.

Policies varied. Most had policies for opened or use by dates. Resident room refrigerator food issues were often included in housekeeping policies. Joint Commission and Becky Dorner were policy sources. Having a MSDS book with page for training sign-off was a must, especially for chemical training.

Competencies were reviewed annually and after orientation. A recommendation to match a list of competencies required with training tasks was given.

Needs included having policies to back up training or to use for training and the inclusion of other departments (housekeeping) where tasks or jurisdiction overlap. Need for more competent employees was discussed as well as additional time needed to provide training. Training had to be more basic – new hires aren't as skilled as those of the past. Bigger gaps in knowledge and skill level coming into



a new job are being seen.

### **Cleaning and Sanitizing**

Challenges included staff in general: the manager's definition of clean vs. the staff standard, difficulty in having things worded so staff understands what to do, staff not completing tasks, not washing tables before using a sanitizer, improper chemical labels on secondary containers or no labels at all, staff understanding of PPM (parts per million), improper transportation of chemicals by vendors, not enough time for proper cleaning, lack of cooperation with housekeeping and maintenance, lack of "ownership" of tasks by other department staff or even dietary staff.

Training was often provided by chemical vendor or distributor staff, or supervisors. Training was effective when done in 5 minute meetings where issues are raised, and what is needed for correction was identified. Keeping a file for reference when policy changes are warranted was helpful.

Policies were reviewed at monthly staff meetings, or minutes reviewed at next meeting. Quizzes were used to test knowledge. Some used Becky Dornier policies. Competency lists came from RD411 and other similar sources.

More time was the greatest need.

### ***Carmen Williams, CDM CFPP***

#### ***Wins***

#### ***Heads or Tails Contest!!***

Carmen took home \$250 by supporting a fundraiser to create awareness to the need for Political Action.

CDM's made a difference in the area of Safe Food for Seniors. Now grass root efforts are beginning to make address the labor issues in the food service industry, states Lydia Kljucaricek, Spokesperson & Legislative Chair.



Thank you all for the opportunity to present as well as participate in your vendor expo at this

year's ANFP Fall Conference in St Cloud.

I enjoyed the time sharing with attendees about the resources CenterPoint Energy has available to assist with choosing energy saving equipment, participating in the utility rebate programs of our state, and using the equipment properly and most efficiently.

I look forward to being with you again next year and know that if your facility has any equipment needs, I am available to work with you as needed.

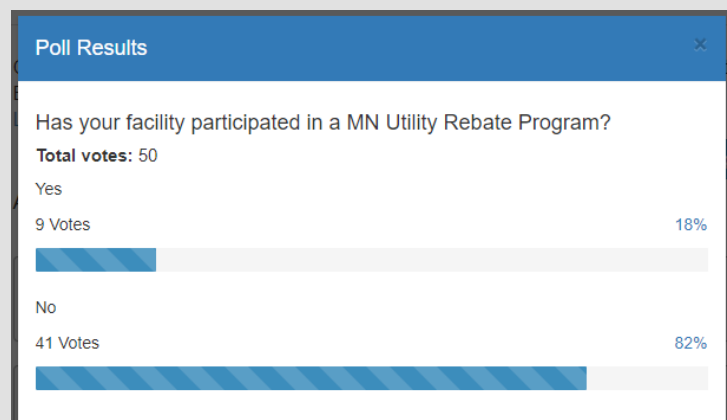
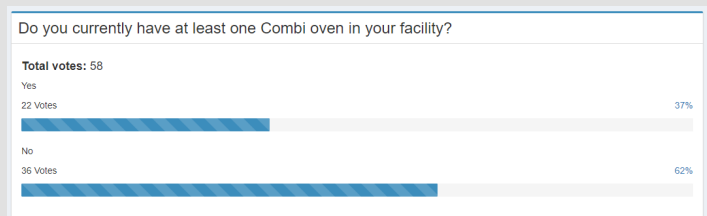
The CenterPoint Energy Foodservice Learning Center is available for equipment training and/or testing equipment prior to purchasing.

See [www.CenterPointEnergy.com/Foodservice](http://www.CenterPointEnergy.com/Foodservice) for more information or contact me directly.

Thank you, again and have a great day!

Ann Lovcik  
Foodservice Energy Efficiency Consultant  
[Ann.Lovcik@CenterPointEnergy.com](mailto:Ann.Lovcik@CenterPointEnergy.com)

[612-321-5470](tel:612-321-5470)



## Iron Jen honors MN ANFP with a Gift too big for a box

It's a living, breathing, hope-giving, money-making, fruit-bearing, women-empowering, food-providing, business-creating, fuel-generating, fiber-growing, milk-making, life-changing machine. This gift to Heifer International made in your honor is already on the move helping people around the world end poverty and achieve self-reliance. A family in need will receive:



### GIFT OF A PIG

Thank you so much for having me as your presenter this last week. It was truly an honor and a joy.

My family and I wanted to give a gift that would not only say thank you, but also that demonstrated that not only are you each making a difference in your communities by the work you do, but that your impact is being felt across the globe.

Thank you for doing what you do. Keep up the awesome work!!

Warm regards,  
Jen McDonough (aka The Iron Jen) & Family

## First Timers and New CDM's

Join us at Conference!



**Laurie Berger  
from Simply Thick  
teaches the new  
Dysphagia Guide-  
lines.**



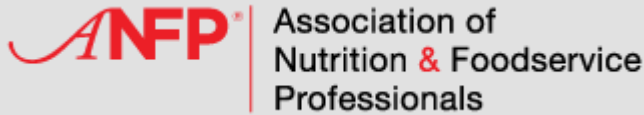


***Thank You Vendors  
You Helped Make It  
A Great Conference!***





## Why Join ANFP?



The Association of Nutrition & Foodservice Professionals (ANFP) is the nation's leading organization of professionals involved in the management of nutrition and foodservice. Our members join for many reasons, including:

- To enter a community of over 14,000 like-minded foodservice professionals.
- To obtain professional development opportunities within the foodservice industry.
- To access guidance and expertise to help develop and grow in their career.

### Certified Dietary Manager (CDM) Program



The Certified Dietary Manager (CDM) program is one of the most popular benefits for ANFP members. By earning your CDM certification, you will become a peer with the elite nutrition and foodservice managers in the field. Completion of the CDM program is proven way to advance your career and make an impact in the foodservice industry.

### Member Benefits

ANFP provides members with a multitude of benefits and resources to help them succeed in the foodservice industry. According to members, the top three member benefits are:

1. Nutrition & Foodservice EDGE Magazine: Read by over 14,000 nutrition and foodservice professionals nationwide and one of the most respected publications in the industry. Make sure to visit the archive of past issues.
2. Online Member Community: Network and connect with peers via the ANFP member community, ANFPConnect, and discuss topics of interests or other subject matters.
3. Professional Development: Whether it is face-to-face events, ANFP products or services such as online courses or webinars, or always staying up-to-date with industry news, ANFP allows mem-



As a dedicated ANFP chapter leader, I would like to share an exciting opportunity with you. Due to the CMS regulations, there is a high demand for CDM, CFPPs in the foodservice industry. To strengthen the ANFP community and help meet the demands of the industry, ANFP has created a Member Referral Program. This program is an opportunity for you to invite colleagues and other foodservice professionals to join ANFP. By joining, these individuals will:

Open possibilities to a new career path.

Receive industry-related news for career advancement.

Obtain education opportunities that stimulate professional growth.

For more information on how YOU can benefit for referring potential members go to: <http://www.anfponline.org/about-anfp/anfp-membership/member-referral>

## New CDM's

Eric Baron

Amanda Jechort

Penny Ernest

Adam Wilson

## High Growth Diet Tech Field + Normandale Degree = Expanded Skills, Career & Salary

What happens when you add together the opportunities of high-demand Diet Technician positions with a degree in Normandale's unique Dietetic Technology program? The answer is expanded skills, new career opportunities, advancement in your current position and a higher salary.

Employers are actively seeking individuals with qualification to be dietetic technicians, and there are amazing opportunities to work at:

- community clinics
- WIC
- school lunch programs
- extension agencies
- nutrition education program
- hospitals long-term care facilities
- eating disorder programs
- and many more places

To gain skills that will lead to expanded opportunities as a Dietetic Technician contact Jeremy McNamara at [952-358-8447](tel:952-358-8447) or email him at [Jeremy.mcnamara@normandale.edu](mailto:Jeremy.mcnamara@normandale.edu). You can also get more information about the program by going to [www.normandale.edu/dietetic-technology](http://www.normandale.edu/dietetic-technology)

*"The task of leadership is not to put greatness into people, but to elicit it, for the greatness is there already."*

**ANFP** Association of Nutrition & Foodservice Professionals

- John Buchan



You are Invited  
Please Save the Date  
October 18 & 19<sup>th</sup>, 2018  
MEA Thurs/Friday

Check out our Websites:

<http://www.anfponline.org/events-community/chapters/chapter-pages/minnesota/home>

Or

<http://www.anfponline.org>



Minnesota Association of Nutrition & Foodservice Professionals

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Association of Nutrition & Foodservice Professionals



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