

Food Service & Nutrition

CANADIAN SOCIETY OF NUTRITION MANAGEMENT NEWS

Spring 2012

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to present-day curse

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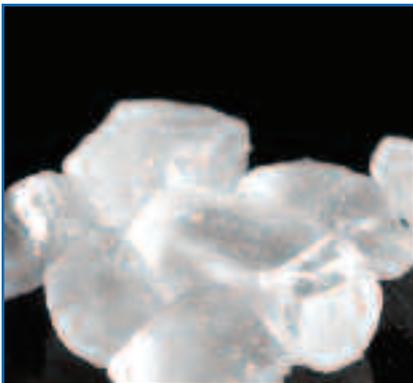
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The Spring Push

By Dean Cox, CNM



Another year has quickly passed and now, as spring arrives, we are preparing for the CSNM AGM and Conference. This year, we are teaming up with Alberta Health Services to bring you two days of informative presentations, networking opportunities, AGM, gala celebration and a supplier trade show. I look forward to seeing you in Edmonton, April 27 and 28.

With the Annual Conference comes the CSNM AGM. I am pleased to see a great team of CSNM Members coming forward to be on the board. There is a great sense of worth and accomplishment when you volunteer for your professional organization, and I am glad to see so many eager people who will surely work very hard on your behalf to promote our profession. I would like to take this opportunity to thank all the 2011/12 CSNM board members for their hard work. This past year, we worked on so many initiatives including the implementation of our new database which is running smoothly and will improve office efficiencies. The Certification Program has been re-launched with many members applying for their CNM credentials. The examination process has been improved including new updates to the exams themselves. We have contracted ThinkDo, a marketing firm from Toronto, to assist us in marketing and better promotion of CSNM. These are just a few of the many things that CSNM is doing for you. Be sure to check out our website on a regular basis for continuing updates and always feel free to contact any board member if you have any questions or would like to become more involved by joining a committee.

I would like to wish Kathy Cuthbertson and the 2012/13 CSNM board all the best as we continue to move forward and advance our profession.

Thank you for giving me the opportunity to serve as CSNM president. Being president is actually the easy job when you have a great board. I would like to take this opportunity to thank all board members and their committee members for all the hard work they do.

Dean Cox, CNM
President, CSNM

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PROTECTING OUR FOOD FROM US

INFECTION!

By Roxanne McKendry and Lisa Mackey

Food handlers can easily spread illness and disease to others. For this reason, proper glove use, hand hygiene and the use of routine practice is an important area of focus in a health care setting.

Infection Prevention and Control (IP&C) is a key component in ensuring safe client care and a healthy environment. Collaboration between Nutrition and Food Services (NFS) departments and IP&C is vital to ensure a safe environment for employees and patients in acute care or residents and clients in continuing care.

GLOVE USE

If proper hand washing is performed correctly, and at the appropriate times, the need to use disposable gloves is not generally required. Disposable gloves can be used to cover cuts, burns, visible skin conditions, bandages, orthopedic support devices (splints), or in other cases approved by management. Disposable gloves are designed for single tasks and should not be worn for multiple steps; for example, preparing sandwiches and then using a cash register. Disposable gloves should be used in situations requiring “routine practice” which is explained later in this article.

If disposable gloves are required, the following steps are necessary to minimize contamination:

- Wash hands before putting on gloves
- Ensure hands are completely dry
- Put on gloves

- Complete task
- Discard gloves
- Wash hands

It is important to remember that disposable gloves are not to be used in place of hand hygiene. Rather, they are to be used in addition to proper hand hygiene.

Non-disposable gloves are generally used to protect the employee and can be used when

- handling hot and cold small wares, pots, pans, dishes, etc.
- handling dirty dishes and garbage
- handling chemicals (refer to the Material Safety Data Sheet (MSDS) or manufacturer’s label for direction).

Non-disposable gloves should be changed when they are dirty, ripped or damaged or when changing from dirty to clean tasks. Non-disposable gloves should be assigned to employees for their personal use, labelled with their name and disinfected between dirty and clean tasks and at the end of the work day. After disinfecting, gloves should be hung to air dry.

Poor glove practice (not washing hands before or after glove use, or not changing between tasks) will actually increase the spread of microorganisms by cross contamination – the transfer of micro-organisms indirectly from one person to another person via any object or surface that can carry illness-causing germs.

Cross-contamination can spread infections across a large area and to many people, especially if a common object like food service equipment is contaminated. Examples of cross-

contamination may include an employee handling raw poultry with gloves and not changing them to open the refrigerator door, or sneezing into a gloved hand and then pushing a food cart.

Food service employees may believe that wearing gloves routinely is the right thing to do and at times are asked by clients to wear them when they are not necessary. This belief, plus a perception by the public that wearing gloves is best practice or the safest practice can be a barrier to proper glove use and a safe and healthy environment.

HAND HYGIENE

Hand washing with soap and water at dedicated sinks is the most important thing food service workers can do to prevent the spread of disease. Micro-organisms may be present even if the

hands appear clean. When should food service workers wash their hands?

- When starting work
- Before and after handling food
- When moving from dirty to clean areas
- When hands are visibly soiled
- Before and after glove use
- After personal body functions such as using the restroom
- After touching a contaminated surface (garbage, your face)
- After assisting a client during meal service
- After handling raw food
- After handling money
- After smoking

There are some rules to performing good hand hygiene with soap and water. Hands should be wet first to create a barrier between the skin and soap, add the soap and rub all surfaces (front, back and the webs between the

fingers) for at least 15 seconds, rinse hands in warm water, and dry them with a paper towel or a hand dryer. Turn the tap off with a paper towel and also use a paper towel to open the door.

Alcohol-based hand rub is not acceptable in food preparation areas as it does not remove visible soil but can be used in situations where running water is not available, when sinks are not available or in client rooms. The same technique for washing hands with soap and water can be applied to the use of alcohol hand sanitizers.

Caution needs to be taken to ensure that hands don't dry out from frequent hand washing. The use of lotions and moisturizing creams is necessary to keep the hands healthy and in good condition. Dry, chapped hands with skin breaks can provide a pathway for micro-organisms to enter the body.



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ROUTINE PRACTICE

Routine practice assumes that body fluids are potentially infectious. Routine practice provides guidance for the way work tasks are carried out so that people are protected from the spread of microorganisms that can cause illness or spread disease. Activities that support routine practice in NFS areas are good hand hygiene, wearing appropriate personal protective equipment, cleaning equipment, cleaning the workplace environment, practicing good self health, and being aware of others who are ill.

Examples of routine practice and how IP&C can assist NFS departments include:

- **HAND HYGIENE**

Hand Hygiene is the most important activity that supports routine practice and is also the easiest! IP&C can help identify how well and how often employees are washing their hands through the use of hand hygiene observations.

- **USING PERSONAL PROTECTIVE EQUIPMENT (PPE)**

PPE adds an extra barrier between the worker and the client. For example, gloves should always be used if a staff member has open cuts or burns. Educating employees about the proper use of PPE is an important role for IP&C and Occupational Health & Safety.

- **CLEANING EQUIPMENT AND**

CLEANING THE ENVIRONMENT

Cleaning is a necessary step to reduce the spread of food-borne disease such as salmonella. Helping employees understand the principles of cross-contamination is helpful in reducing illness.

PRACTICING GOOD SELF HEALTH

Understanding the principles of respiratory etiquette (covering the mouth and nose during coughs and sneezes, and proper hand hygiene) is important in managing the spread of illness between employees and to clients and residents. Observing employees during scheduled or unscheduled visits to the NFS department can help identify improvements in day-to-day practices.

PERSONAL ILLNESS

IP&C can assist in identifying employees who should not be at work because of an infection. IP&C may be asked to work with managers, supervisors, occupational health and public health in these situations. Signs and symptoms of conditions that can be passed to others or may need medical attention are:

- Nausea, cramps, eye/throat infections or cold/flu symptoms (coughing, sneezing, fever, runny nose)
- Skin conditions (wound, rash, boil) If visible (hand/wrist/arm), they will need to be covered

- Diarrhea or vomiting
- Jaundice (yellowing of the eyes or skin)

Understanding the principles of appropriate glove use, good hand hygiene and routine practice is important for NFS departments. IP&C can help provide education, training and provide support to NFS to better enable them to understand their role in preventing the spread of infection and disease transmission. ■■■■



Roxanne McKendry, RN, BN, COHN(C), CRSP, is a manager of IP&C and EH&S at Carewest in Calgary, Alberta. Lisa Mackey, RN, BScN, OHNC, is a Carewest IP&C nurse. Carewest is Calgary's largest public care provider of continuing care services and operates 12 locations and provides services for 1,200 residents and clients.



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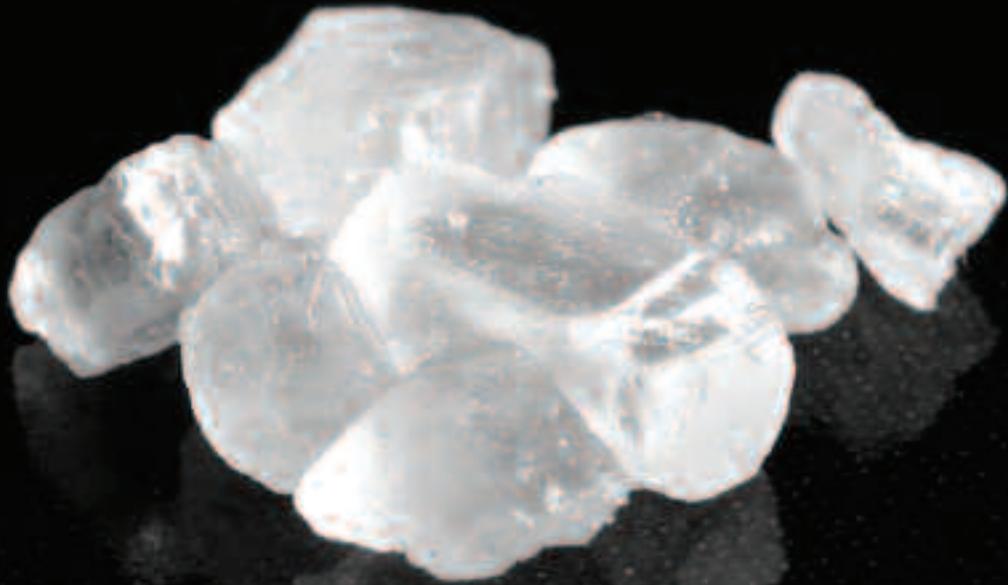


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SALT

From ancient currency to present-day curse

By Lindsay Shopman

Everyone needs sodium in their diet. The problem is there's too much of that in the Canadian diet. The upper limit (the maximum amount that can safely be ingested) is 2,300 mg of sodium per day, which is equal to about 1 tsp. The average amount eaten by Canadians on a daily basis is 3,400 mg, which is double the amount that we actually need. For adults up to the age of 50, the amount of sodium needed in a day is only 1,500 mg. For those aged 50-70, the amount of sodium needed is 1,300 mg per day, and 1,200 mg per day is the required amount for people over 70.

When trying to follow a low-sodium (salt) diet, which foods should be avoided?

Very little of the sodium that we consume is contained naturally in food. In fact it only makes up about 10 to 15 per cent of our daily intake. The remainder is added during the processing and cooking of food.

A common misconception is that if salt is not added during the cooking process and/or there is no salt shaker on the table, a low-sodium diet is being followed. For most people, only 15 per cent of the salt in their diet is added after the product has been purchased. Most of the salt that we ingest

(about 70 per cent) comes from the production of food prior to it being purchased.

In general, when trying to follow a low-sodium diet, it is important to try to pick foods with the least amount of processing. Foods that should be avoided include canned foods (especially canned soups and stews) and pre-prepared foods such as pre-seasoned pastas or rice and frozen meals. The more processed a food item is, the more likely it is to contain higher amounts of sodium. For example, while meats and cheeses can be included, cured meats, deli meats and processed cheese have greater sodium content

Hypertension (high blood pressure) affects 21 per cent of the Canadian population and can lead to heart attacks and strokes. It is sometimes described as the "Silent Killer" as there are often no symptoms even though it is causing damage to the body. Ingesting high amounts of sodium (table salt) has been linked to an increased risk of hypertension and has also been associated with osteoporosis, cancer, asthma and kidney disease.

and should be avoided.

Most commercially produced grain products such as breads, crackers and cold cereals tend to have a high sodium content and should be kept at a minimum. Vegetables that are canned usually use sodium as a preservative and will have higher sodium content than fresh or frozen vegetables and should be avoided in order to follow a low-sodium diet. Vegetables in brine, such as pickles and sauerkraut and vegetable juices also have high sodium content.

There are foods that should be encouraged in a low-sodium diet. By following *Eating Well with Canada's Food Guide*, you will also be following a low-salt diet.

MILK & MILK ALTERNATIVES

Choose minimally processed foods such as milk and yogurt most often. Hard cheeses can also be included as part of a healthy diet, but it is higher in sodium than other foods in this category, so portion sizes should be limited to 1.5 oz. per day.

VEGETABLES AND FRUIT

Any fresh or frozen fruits and vegetables can be eaten without having adverse effects on sodium levels. Be cautious of vegetables and fruits in pre-prepared sauces as the sauce may add extra sodium to the product. If choosing to eat canned products, choose those that are prepared with no added sodium and rinse the excess liquid off prior to serving.

GRAIN PRODUCTS

While most commercial breads and crackers contain a higher than desired amount of sodium, low sodium breads and crackers can be included as part of a low sodium diet, as well as home-made grains prepared without salt. In addition, grains such as rice, noodles,

and oats tend to be cooked without sodium and therefore have lower sodium content. Be cautious to not add salt to the water during the boiling process.

MEAT & MEAT ALTERNATIVES

Any fresh or frozen meat, poultry, shellfish or fish can be included as part of a low-sodium diet. In addition, canned fish can be included if it is a low sodium variety, or if the fish is drained from the liquid and rinsed prior to consumption. Eggs can be included as part of a low-sodium diet, along with unsalted nuts and nut butters.

COMBINATION FOODS

Foods such as soups and stews can be a part of a low-sodium diet, but should be homemade either using a low sodium broth or a homemade broth with no salt added during the cooking process. Canned soups, even low-sodium varieties, often contain too much sodium to be part of a healthy diet. Read the label to be sure the sodium content is appropriate.

DESSERTS & SWEET FOODS

Even foods that don't taste salty such as cake and pudding mixes, can contain high amounts of sodium. Desserts should be homemade in order to minimize the sodium content.

It is possible to add flavour to food, even when sodium is reduced or eliminated. Herbs and spices can be used to add new flavours to food, as well as salt-free seasoning blends. Other foods such as garlic, lemons, pepper, or low-sodium condiments such as low-sodium ketchup, can be added to foods to enhance the flavour without increasing the salt content. Avoid pre-prepared sauces and seasonings such as canned or dried gravies, barbecue sauce or soy sauce.

FOOD LABEL AND NUTRITION FACTS TABLE

When looking at a food label, there are a few ways to determine if a product is too high in sodium or if it can be included safely as part of a low-sodium diet. If a food has less than 200 mg of sodium per serving, it is considered low in sodium and can be eaten frequently. If a product has between 200 mg and 400 mg of sodium per serving, it is considered to have a moderate sodium level and should be eaten in moderation. Foods that are labeled as having more than 400 mg of sodium per serving are considered to have high sodium content and should be avoided.

In addition, the per cent daily value can be used to make sure that the daily limit for sodium is not being exceeded. If a product has 5 per cent or less of the daily value of sodium per serving, this is considered a small amount of sodium. If a product has 15 per cent or more of the daily value of sodium per serving, this is considered a large amount of sodium.

Also, recognize how much of the product is actually eaten; double or triple the amount of sodium may actually be consumed if the amount eaten is larger than the serving size described on the label.

When looking at a food label to see if it contains sodium, you will not always see the word *salt* listed in the ingredients list. Sodium can be hidden in the ingredients list and, of course, in compounds like sodium benzoate (a preservative used in relishes) and monosodium glutamate. It is also in brine, baking soda, baking powder, and soy sauce, among others.

To put it in perspective:

- ½ cup of a baked potato with no added salt has 3 mg of sodium (less than 1 per cent of daily value)
- ½ cup of instant mashed potatoes

- has 349 mg of sodium (15 per cent of daily value)
- 1 oz of roasted chicken breast contains 21 mg sodium (less than 1 per cent of daily value)
- 1 oz of deli meat roasted chicken breast contains 236 mg of sodium (10 per cent of daily value)

IMPORTANT POINTS

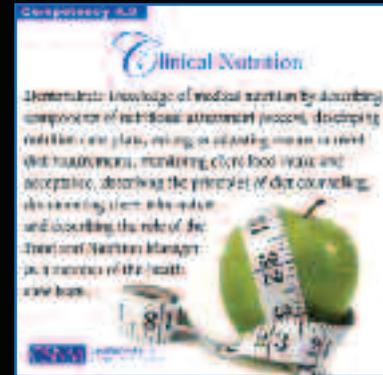
Be cautious of using “salt substitutes” as many contain potassium chloride replacing the sodium chloride (table salt) more commonly found in food. For many people with hypertension, kidney disease may also be present, and therefore potassium intake has to be kept in moderation as well. The high concentration of potassium in the products can cause significant health problems and possibly even death.

There are many different salts on the market that mask themselves as healthier, but they all contain the

same amount of sodium. There are other properties specific to each type of salt that can modify the texture, size of the grain and flavour, but they still contribute as much as table salt to overall sodium intake. These include kosher salt, sea salt and pickling salt.

CONCLUSION

Most Canadians need to reduce their sodium intake in order to meet the recommendations from Health Canada. By reducing the amount of sodium consumed, we can help reduce hypertension rates and decrease the risk of stroke and heart attacks, in addition to kidney disease, osteoporosis, cancer and asthma. In general, the less processed a food item is prior to being served, the less sodium it will contain. If a processed product is required, choose the one that has the least amount of sodium. ■■■■



Lindsay Shopman graduated from Brescia University College with a Bachelor of Science degree specializing in foods and nutrition. She completed her internship at Mount Sinai Hospital in 2009 and has been working in a diabetes education centre since then, specializing in diabetes management and heart health.



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Hospitality and Healthcare Down Under

The Institute of Hospitality in Healthcare (IHHC) is taking care of business in Australia

By Ann Usher, president, IHHC

The Institute of Hospital Catering (IHC) was born out of the Victorian Hospital Catering Managers Association in 1981, moving from a group representing the single state of Victoria to a National Association representing hotel service managers and supervisors in every state and territory of Australia.

The institute changed its name to the Institute of Hospitality in Health-Care Ltd. in 2000 to better represent the wider range of management which includes hotel service managers/directors, food service managers, cleaning/environmental managers in both public and private acute- and aged-care facilities across Australia and New Zealand.

A not-for-profit organization, the IHHC is dedicated to the pursuit of excellence in its members' development and the professionalism of hospitality

services in the health- and aged-care industries. This is achieved through regular professional meetings, educational seminars, newsletters and e-news, a national magazine and the annual national conference. The IHHC is pleased to be part of HCI and looks forward to getting to know and better understand hospitality services in other countries.

Australia currently does not have a national nutritional standard. Each state government sets its own standards. The current *National Quality Standards* do not have a specific standard on nutrition. This is being addressed but, each state acts autonomously. The IHHC is pleased to be represented on a project team looking to change this process and assist in the formulation of a national nutrition standard. A report back to members will occur during the annual

national conference this September.

When the *Food Safety Program* was introduced to Australia, each state implemented it at varying degrees and times. To assist its members, the IHHC engaged an external expert to prepare food safety guidelines and made this available to all.

The Australian cleaning industry has taken a step forward with the formation of a steering committee for the Cleaning and Hygiene Council of Australia (CHCA), an umbrella body created to represent all facets of our cleaning industry. The IHHC felt it very important that the HealthCare cleaning staff be represented on the steering committee.

A member of Healthcare Caterers International (HCI), the IHHC will represent Australia at the upcoming international conference of the HCI in Spain this October. ■ ■ ■ ■

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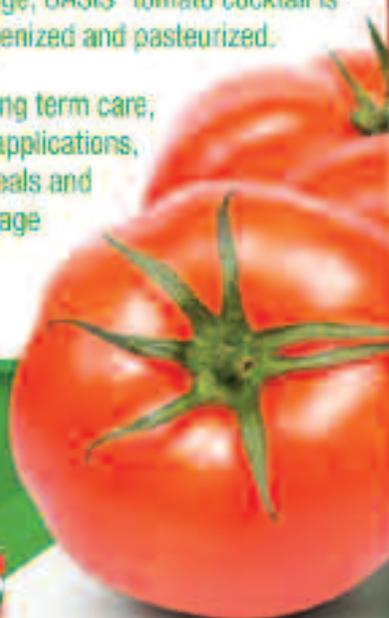
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Survival of the Funniest

A prescription for those who are chronically stressed

By Michael Kerr



An alarming number of people are becoming terminally serious. The symptoms include a permanently furrowed brow, numerous bad hair days and a loss of perspective resulting in the tendency to take oneself way too seriously (or is it the other way around?). All this seriousness is resulting in some serious stress. For example, according to an Ipsos-Reid survey, 51 per cent of Albertans have physically assaulted a photocopier. (This is probably not the healthiest way to deal with your photocopying issues.)

Fortunately, when it comes to overcoming terminal seriousness and maintaining good mental health, laughter truly is the best medicine. (Not to mention the most affordable.)

A good laugh massages facial, shoulder and stomach muscles, reduces blood pressure, increases oxygen flow, boosts the immune system and reduces stress-inducing chemicals. Studies have shown that laughter works faster on our bodies than either Valium or vodka, and that the benefits of a belly laugh can last for up to 24 hours. Dr. William Fry, a pioneer in laughter research, has found that 30 seconds of hearty laughter is the same physical workout as about three minutes on a rowing machine. (Now, I just go to the gym and laugh at the people working out!)

And don't think you always need a reason to laugh, because even fake laughter is good for us. So the next time you're stressed, just start laughing. (If you feel a little self-conscious laughing alone, then grab a friend, head for the broom closet and start laughing with each other.)

Mentally, humour is a powerful stress buster because it's one of the best forms of mental floss available. As Milton Berle suggested, "Laughter is an instant vacation" – it clears out the anxieties that cloud our brains in the face of stress, allowing us to tackle our problems with a clear head.

Humour helps distance us from a tragedy, breaks the tension in a stressful situation and offers us a broader perspective. It's also an empowering tool. Humour reminds us that although we can't always control what happens to us, we are always in control of our reactions.

Does this mean you need to sign up for a stand up-comedy

class? Although it might help, it's by no means necessary. Having a sense of humour isn't about telling jokes or even always about being funny, rather it's about having a sense of balance, and about finding the funny in our day to day lives. It's how we interpret the world around us, about learning to laugh at ourselves and going with the flow. And yes, anyone can learn to flex their funny bone in the face of stress. To get started, try out one of the following Rs:

Reward. Give yourself a positive reward whenever you have to contend with a stressor. This has proven to work even with search and rescue dogs, wherein the rescue team will deliberately bury a live member of the team in the avalanche or debris, so that the rescue dog gets rewarded ("I found a live one, over here! Woof!") and keeps its spirits up during a stressful situation.

Reframe. Do what comedians do and mentally play around with the situation to find the funny. Put yourself in someone else's shoes, turn the event into an imaginary T.V. sitcom, draft a "Top-10 Reasons This is Funny" list or try the old "it could have been worse" reframing technique—but exaggerate wildly until you can't help but laugh.

Relax. Remind yourself that you really can choose to have a sense of humour about things. If you need help relaxing, then do something different to break free from your serious mindset. Recall a funny story and relive it. Read something funny. Get up and dance. Walk sideways down the hallway. Sing like Tom Jones, or create a humour first-aid kit and stockpile it with toys, photos, funny hats or silly props that you can easily access the next time you feel stressed out.

Remember, in the face of acute seriousness, the only person you have to amuse is yourself. So give yourself permission to tap into the most natural and the most human stress buster available: your "uniquely you" sense of humour.



Michael Kerr is an international speaker, trainer and the author of *You Can't Be Serious! Putting Humor to Work* and *Inspiring Workplaces*.

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Olymel: A History of Good Taste

Offering quality and exceptional value one bite at a time

By Jamie Parcels



One might suggest that Olymel, a Quebec-based company that has grown from its modest beginnings as a rural hog coop in 1922 to what is today a company employing 9,000 people with annual sales of 2.3 billion, is quite comfortable “forking it over” when it comes to doing what they do best: provide consistent nutritional quality product to all of its clients.

Olymel is the leader in the field of primary processing, further processing and distribution of pork and poultry products. It is a fully integrated company doing business worldwide, and has expertise in different market segments including export, retail and food service.

Olymel offers a world of culinary possibilities for hotels, restaurants and institutions, and showcases more than 900 products, not including made-to-measure products. The company features a number of commodity-based products and further processed products that meet the criteria for scratch cooking, semi-scratch cooking or any fully cooked products.

Olymel encourages healthy eating habits by promoting its Health & Wellness program with a range of 110 pork, chicken and turkey products, developed according to the highest nutritional standards. Working with an experienced team of food consultants, Olymel has developed recipes

and menus that set themselves apart from regular culinary fare, all of which are adapted to individual sectors and allow for customization.

In terms of total fats, trans fats, saturated fats, protein, sodium and fibre, these menus and recipes meet the desired standards of flavour and nutrition. Each recipe includes nutritional information, adheres to *Canada’s Food Guide* portions, allergens and the food exchange system (diabetes).

FIRST TO THE PLATE

All of which is part of Olymel’s Health and Wellness Program – first launched in 2008. “We had the food already and so we wanted to develop recipes into a program that our customers could use as a practical tool on a daily basis,” says Guylaine Lacroix, R&D director, further processing poultry, innovation and packaging.

The Olymel Healthy Eating Initiative adds to the company’s unique flavour as a food service manufacturer, showcasing 110 chicken and pork products that conform to nutritional standards, and offer delicious and cost-effective healthy recipes tailored to individual realities.

The Olymel food service department is always proactive in terms of healthy products. “We were the first manufacturer to launch a complete and detailed program of this kind on the market, supported by nutritionists and with input from chefs,” says Genevieve Lussier, marketing foodser-

vice coordinator. “The recipes that we have designed are done so to fit to tight budgets.”

Not indifferent to health concerns, Olymel has used non-hydrogenated vegetable oils to brown its products since 2002, and the company has developed more than 28 delicious and cost-effective recipes for the health care sector.

“Dieticians love the information that we are providing them,” asserts Susan Guertin, account manager, food service healthcare – Ontario. “The program is being accepted very well because we do adhere to Canadian Food Guidelines standards and being a Canadian company also provides our clients with a certain comfort level in knowing that we do have to meet these standards.”

Olymel has healthcare reps that connect with the food service managers across the country to keep clients abreast of technologies that will contribute to further maximize returns for their foodservice and continue to offer customers flavourful, nutritious and comforting meals

FOOD FOR THOUGHT

Much like the carpenter who builds stairs, always looking one step ahead, company representatives suggest that client and – in the case of LTCs and retirement homes – resident interaction is absolutely necessary to continually enhance their current product and ensure that they are addressing the needs of a growing population.

“We are always listening to suggestions for our recipes and for the utilization of our product,” asserts Susan Guertin. “There is no questions that residents within today’s LTCs are having a voice, and so a lot of LTCs facilities are bringing in vendors and manufacturers – like us – to do mini-shows where residents and often their family members serve on committees to provide input into the type of product that their homes are serving. These ‘Dine in Experiences’ are great because they provide us with our own focus groups – and we listen to them.”

Still, with growth and opportunity comes challenge. With the healthcare and food service sectors serving as a microcosm of the larger consumer base, there are health challenges associated with processed food, especially from a perception point of view. According to Richard Davies, VP sales

and marketing, Olymel’s challenge will be to renew its consumer base – one comprised of many who are moving into retirement. “As a protein provider, we must identify product that can be used as an ingredient in the preparation in a variety of other foods. The more applications that we can provide to the market for a limited amount of products will be a benefit to us moving forward, both with the distributors and the end-users.”

Acknowledging an ever stronger healthy trend emerging across the country, Olymel plans to lower the sodium content in all of its products across all departments. “The government is working on a new nutrition policy specifically designed for healthcare. It’s not completed yet, but when it is, we will be ready for it,” asserts Isabelle Larouche, R&D project manager, DT.P.

This reduction is planned to coin-

cide with the addition of new product offerings for the company’s Health and Wellness program – all of which will meet stringent health and safety guidelines.

And, with the impending explosion of baby boomers entering retirement and LTC facilities, a more diverse mix will definitely be the order of the day. “People’s tastes are always changing, and so we will be exploring more ethnic recipes, for example, and continue to work with our chefs to put even more value in our products than we already have,” asserts Lacroix. ■■■■

Jamie Parcels is the publisher of Food Service & Nutrition Canadian Society of Nutrition Management News.

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CONTINUING EDUCATION QUIZ

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INFECTION!

Competency 2.0 *Quality Management*

- Food handlers can easily spread illness and disease to others. Which one of these does NOT apply?
 - A - Proper handwashing
 - B - At appropriate times, the need to use disposable gloves is not generally required
 - C - Disposable gloves are to be used in place of proper hand hygiene
 - D - Disposable gloves can be used to cover cuts, bandages, etc.
- Alcohol-based sanitizers are acceptable in a food preparation area
 - A - False
 - B - True
- Routine practice is
 - A - Following policy and procedure
 - B - Providing guidance for the way work tasks are carried out so that people are protected
 - C - Using personal protective equipment
- Non-disposable gloves are generally used to protect the employee
 - A - True
 - B - False

SALT

Competency 4.0 *Clinical Nutrition*

- The recommended intake of sodium for adults ranges between
 - A - 3,000 to 3,400 mg
 - B - 2,000 to 3,000 mg
 - C - 1,000 to 2,000 mg
 - D - 1,200 to 1,500 mg
- A common misconception is we
 - A - Have a low sodium intake when we do not add salt to our cooking
 - B - Are able to use processed foods without limitations and adhere to a low-sodium meal plan
 - C - Must limit the servings of fresh fruits and vegetables to have a low sodium intake
 - D - Do not have to limit the consumption of low-sodium food products to control sodium intake
- Salt substitutes contain the following elements:
 - A - Sugar – which impacts blood sugar levels and must be avoided by diabetics
 - B - Potassium Chloride – which may affect people with hypertension and kidney disease
 - C - Iron – which impedes heart function
 - D - Magnesium – which affects calcium transfer
- Reading the label of a food product is important because
 - A - Information about the serving size can be found
 - B - The salt content in the product can be found
 - C - The serving size and related sodium content can be found
 - D - All of the above

COMPLETE THIS QUIZ ONLINE!

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PSNM Spring Conference Focuses on Celiac Disease and Gluten

THE PSNM HELD ITS SPRING CONFERENCE AND AGM AT MENNO HOSPITAL in Abbotsford, B.C., on March 29. With the many changes in healthcare, the conference committee surveyed its members in the fall to see where the members' interest was. One recurring topic was the increasing number of gluten-free residents we are seeing in both acute care and residential care. The other topic of interest was goal setting and ways of achieving personal and professional goals.

Once the topics were chosen the next step was to find the right speakers and then sponsorship for the event. CSNM expressed an interest in presenting the first speaker of the day through a webcast for its members across Canada.

Cristina Sutter, RD, presented an enlightening talk called *Celiac Disease: Hidden Sources of Gluten*. This session examined celiac disease and uncovered the extent of hidden sources of gluten including take-away practical gluten-free alternatives to build a safe and nutritious menu for clients with celiac disease. A question period was followed by informal presentations by nutrition managers who spoke about the procedures in their facilities.

Angelo Rea, a professional coach, presented *How To Develop an Effective Strategy – that will produce positive results and revolutionize and transform your life, business and the way you think*.

The PSNM's AGM was held during lunch. Shirley Lomer, Shirley Ripley and Susan Malo were recognized for the work they did on updating the PSNM bylaws. There were many door prizes and a 50/50 draw, proceeds from which will go towards a PSNM bursary that is presented to a Langara student in the fall. Attendees enjoyed networking and swag bags full of gluten-free products, literature and other gifts. PSNM acknowledges the many donations of door prizes and swag bags.



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SEPTEMBER 26 – 28
OSNM 2012 Conference & AGM
 Kitchener, ON
www.osnm.org

MARCH 4 – 6
CRFA Show
 Toronto, ON
www.crfa.ca

Fall Plans Already a Priority in Ontario

PLANNING IS NOW UNDERWAY FOR THE OSNM ANNUAL CONFERENCE & AGM scheduled for fall 2012 in Kitchener, Ontario. Be sure to watch for updates on the OSNM website as plans progress.

The OSNM Policy & Procedure Committee continues to review the OSNM's policies and procedures with the goal of completion by the OSNM AGM this fall. A sincere thank you to all OSNM members volunteering their time and efforts to contribute to this committee.

The OSNM invites and encourages all Ontario CSNM members not currently belonging to OSNM to join their provincial society. OSNM membership provides great opportunities for networking and friendship building, professional resources, education, career and volunteer opportunities and so much more. Your valuable membership grows and sustains OSNM and strengthens its lobbying voice with such parties as government sectors, SHRTN, OLTC, OANHSS and more. Enjoy the benefits – join OSNM today.



City Hall, Kitchener, Ontario

ASNM Provides CE Points

LAST OCTOBER WAS A GREAT MONTH FOR GAINING Continuing Education (CE) points in Alberta. Four points were awarded for attending the Sysco Food Show with speakers and lectures in Calgary or Edmonton. The theme was *All About Food Health Care and Hospitality*. The next event was the ASNM Annual Fall Conference, *Nutrition for the Heart And Soul*, with an award of four additional points. On February 7, Alberta Milk hosted a one-day seminar in Calgary. Those who attended received another four CE points. One more point could be earned February 28 during a free webinar, *The Importance of Gluten Free Foods*.

Last, but not least, Sysco Food Services provided a great food show in Calgary and will host another in Edmonton in April. Mark your calendars for the AHS/CSNM joint Food Matters conference, April 27 to 28 in Edmonton, Alberta. The opportunities to gain CE points at these events, in addition to those available quarterly in *Food Service & Nutrition* magazine, are endless. It's also a great way to network with people in your industry.



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Volunteerism Works

VOLUNTEERISM IS UNDER APPRECIATED, YET WE DON'T NEED to look very far to see the positive impact volunteers have on our society. Many organizations do their work expressly through their volunteers. CSNM is one of those organizations. Through the tireless work of the volunteer board and its committees, more than 7,800 volunteer hours have been logged over the past year. Here is a brief recap of the accomplishments of the CSNM board and what is ongoing:

- Review and revision of bylaws is currently underway
- Trademarked CSNM, CNM and NM
- Examinations have been re-written and revised to ensure they meet the 8 core competencies and are relevant. There has been a three-fold increase in people requesting to write the exam.
- A marketing committee has been struck and is working with a marketing firm to ensure that target markets are identified. A robust marketing plan is being developed.
- CSNM purchased and launched a new membership data base. In the past, decisions were made based on past history without any real data to assist the decision-making. CSNM will now be able to base decisions on supporting data.
- The organization's financial record-keeping is also undergoing a review and potential re-vamping.
- Launched Atlantic Provinces chapter, relying heavily on technology in order to help bridge the distance
- Certification continues to flourish.
- Held Web-Ex's and Webinars, ensuring access to terrific speakers for our CE points
- Lobbying committee has been struck
- Accreditation committee carries on its work, accrediting at least three colleges per year
- *Food Service & Nutrition* magazine continues to produce outstanding articles
- Membership committee has processed a record amount of new members
- Continuing education has approved more than 150 education sessions across the country.

In our commitment to attract more volunteers to help us carry out all of this work, the CSNM has developed a volunteer application package which identifies the interests and strengths of the potential volunteer and outlines fairly and concisely the time commitment and expectations of the volunteer. In this way, we can continue to move forward, utilizing the diverse strengths of our volunteers.

If you are interested in volunteering, please contact the CSNM office or one of the board members.

★ Does the CSNM office have your e-mail address?

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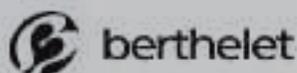


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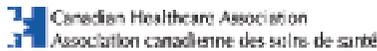
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 Etobicoke, Ontario M9W 5E3
 P: (416) 247-8422 TF: 1-855-646-2626
 F: (416) 247-4648
 E: manco@bellnet.ca
 W: www.manitowocice.com
 C: Murray Gamble, President
 Manco Distributors Inc. is the exclusive distributor for the Manitowoc line-up of ice cubers, flakers, dispensers and ice storage bins for the provinces of Ontario and Quebec. We offer a large portfolio of the most innovative and reliable ice solutions for the foodservice industry.



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 ☎ 1-800-461-7687 or Visit www.campbellshhealthcare.ca

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WESTERN REFRIGERATION & BEVERAGE EQUIPMENT LTD.

1232 36th Avenue NE
 Calgary, Alberta T2E 6M8
 P: (403) 250-9656 TF: 1-888-443-1946
 F: (403) 291-9213
 E: info@westernrefrigeration.com
 W: www.westernrefrigeration.com
 C: Daryl Hornberger

Western Refrigeration is a proud Canadian distributor of commercial refrigeration, foodservice equipment and fixtures. Western provides the latest selection of foodservice and beverage equipment including display merchandisers, beverage dispensers and glass door coolers. We also carry a full line of commercial ice machines including ice dispensers and storage bins.

FOOD MANUFACTURERS

A. LASSONDE INC.

SEE AD PAGE 15

9430 Langelier Boulevard
 Montréal, Québec H1P 3H8
 TF: 1-888-200-7778
 F: (514) 323-0334
 E: jean.marc.bastien@lassonde.com
 W: www.lassonde.com
 C: Jean-Marc Bastien

A. Lassonde Inc. strives to be a Canadian leader in the development, production and marketing of an innovative and distinctive range of fruit and vegetable juices and drinks. The company's different manufacturing facilities all benefit from state-of-the-art equipment combined with the best and most efficient quality control programs.

ALIMENTS ED FOODS

SEE AD ON IFC

6200 Trans-Canada
 Pointe-Claire, Québec H9R 1B9
 P: (514) 695-3333 TF: 1-800-267-EDED
 F: (514) 695-0281
 E: marketing@ed.ca
 W: www.ed.ca
 C: Gilbert St-Yves

Manufacturer of the Luda H line (74% less salt and gluten-free but no compromise in taste), Aliments ED Foods specializes in dehydrated products such as soup and sauce bases, soup mixes and seasonings. We also manufacture concentrated stocks made primarily from fresh ingredients (meat, seafood and vegetables).

ALIMENTS ULTIMA FOODS INC. / YOPLAIT

2177 Fernand-Lafontaine
 Longueuil, Québec J4G 2V2
 P: (450) 651-3737 TF: 1-800-363-9496
 F: (450) 651-1788
 E: maryse.leboeuf@yoplait.ca
 W: www.yoplait.ca
 C: Maryse Leboeuf

Aliments Ultima Foods Inc. takes great pride in offering the best yogurts available. There's a Yoplait for every taste: Yoplait Creamy, Yoplait Source, Yoplait Asana, Yop, Yoplait Tubes and Minigo. Every ingredient in our products is of the highest quality and offers optimal nutritional value. All Yoplait yogurts are made with Vitamin D fortified milk.

APETITO CANADA LIMITED

SEE AD PAGE 29

12 Indell Lane
 Brampton, Ontario L6T 3Y3
 P: (905) 799-1022 TF: 1-800-268-8199
 F: (905) 799-2666
 E: info@apetito.ca
 W: www.apetito.ca
 C: Brian McCafferty

Apetito creates great tasting products with the right nutrition. Customers include foodservice operators in hospitals and care facilities across Canada as well as Meals on Wheels. Our range includes soups, entrees, complete meals and texture-modified options. We offer flexible choices including for special diets.

ARLA FOODS INC.

SEE AD PAGE 9

675 Rivermede Road
 Concord, Ontario L4K 2G9
 P: (905) 669-9393 TF: 1-800-387-3699
 F: (905) 669-4110
 E: sales_canada@arlafoods.com
 W: www.arlafoods.ca
 C: John Lillicap

Arla Foods Canada has been manufacturing and importing high-quality specialty cheeses in Canada since 1961. We offer a great variety of cheeses under our nationally recognized brands of Castello, TreStelle, Dofino and Apetina. Our whole-milk recipes include Gorgonzola, Blue, Bocconcini, Parmesan, Havarti and Feta, to name a few.

BERTHELET FOOD PRODUCTS INC.

SEE AD PAGE 25

1805 Berlier
 Laval, Québec H7L 3S4
 P: (514) 334-5503 TF: 1-800-361-9326
 F: (514) 334-3584 TFF: 1-888-400-1101
 E: info@berthelet.com
 W: www.berthelet.com
 C: Danny Berthelet

Berthelet offers a wide variety of dehydrated and liquid products: soup bases, sauce mixes, spices and seasonings, dessert powders, pie fillings and jams, slush bases, sundae toppings, milk shake syrups and othes. Manufacturer of the Nutri Option line – a variety of soup bases and sauce mixes that combine healthier eating with superior flavour.

BLENDS INC.

8115 46 Street
 Edmonton, Alberta T6B 2M1
 P: (780) 462-8542
 F: (780) 462-9842
 E: Blends@Blends.ca
 W: www.Blends.ca
 C: Brian Meisner, President

Since 2001, Blends has provided our customers personalized services in manufacturing, ingredient blending and technology. Our lab is well equipped to analyze, test and develop most any food product or process. We offer: Quick turn-around times, low minimum order requirements, product consultation, customized product development and customized packaging and pack size.



BUNGE OILS (CANADA)

2190 South Service Road, W.
 Oakville, Ontario L6L 5N1
 P: (905) 825-7900 TF: 1-800-361-3043
 F: (905) 469-2018
 E: elizabeth.micallef@bunge.com
 W: www.bungeoilscanada.com
 C: Liz Micallef

Bunge is Canada's largest and most trusted manufacturer of packaged edible oil products in a wide variety of sizes and formulations. Our products include quality trans fat-free and non hydrogenated: frying oils, lard, margarines, pan sprays, shortenings, vegetables oils and non-dairy dessert toppings.

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RR1 Calahoo, Alberta T0G 0J0
 P: (780)458-2136 TF: 1-800-567-8371
 F: (780)458-2146
 W: www.calahoomeat.com

Calahoo Meats is family-owned and operated, distributing to central and northern Alberta with national distribution coming in August 2012. Calahoo Meats specializes in camps, hotels, institutions, restaurants and retail with everything from dry goods, produce, dairy, cleaning supplies, frozen goods and fresh meat products. Look for our new line of cooked sausage products available this summer.

CAMPBELL'S FOODSERVICE

SEE AD PAGE 27

60 Birmingham Street
 Toronto, Ontario M8V 2B8
 P: (416) 251-1117 TF: 1-800-575-7687
 F: (416) 253-8719
 E: susan_owens@ca.campbellsoup.com
 W: www.campbellsfoodservice.ca /
 www.campbellshealthcare.ca

CORPORATE MEMBER Canadian Society of Nutrition Management

We provide a full range of creative menu solutions for healthcare customers in acute care hospitals for patient feeding and healthcare retail cafeterias, and for senior living in both long-term care and retirement homes. We offer a full range of soup solutions, entrees, healthy beverages, texture modified foods and products for dysphagia management.

CLEARWATER SEAFOODS LTD.

SEE AD PAGE 33

PARTNERSHIP
 2000 Argenta Road, Plaza 4 - Suite 330
 Mississauga, Ontario L5N 1W1
 P: (905) 858-9514
 F: (905) 286-5894
 E: cdnsales@clearwater.ca
 W: www.clearwater.ca

Clearwater is dedicated to responsible fishing and best practices that ensure excellence from ocean to plate. Globally recognized certifications such as British Retail Consortium and Marine Stewardship Council help us ensure our plants and practices are meeting the best possible standards in food safety and sustainability. Contact us today to enhance your menu and your customer's satisfaction!

CLOVER LEAF SEAFOODS

80 Tiverton Court
 Markham, Ontario L3R 0G4
 P: (905) 943-7960 TF: 1-866-893-9889
 F: (905) 474-3916
 E: cheryl.reed@cloverleaf.ca
 W: www.cloverleaf.ca

The Clover Leaf name is one you can trust for consistent quality and flavour. We offer a broad range of seafood products including canned and pouch albacore and skipjack tuna and wild, skinless, boneless pink salmon. In addition, we have sockeye salmon, tuna salad kits, smoked oysters and more.

*The new **apetito** on-demand patient meal system offers much more.*



The new **apetito** on-demand patient meal system allows you to offer patients a wider variety of meals, individually portioned and served on **china plates!**

Your patients can choose from 15 breakfast, lunch and dinner options including popular entrées, vegetarian and child-friendly selections. They will enjoy menu variety, great taste, and appealing plate presentations. All meals meet the unique nutrition requirements of healthcare and are prepared using top quality ingredients, flash frozen immediately after preparation to lock in freshness and flavour.



Prepared meal is assembled in tray (upside down).



Seal the lid, cover with plate.



To serve, flip over the tray and plate.

The new **apetito** on-demand patient meal system can work across healthcare foodservice and is ideal for "room service" and "dial for dining". The individual frozen meals are stored until ordered and can be heated with a range of microwave or retherm solutions. No additional equipment is required! Portions are perfectly controlled so food costing is made simple. And, unlike bulk, there is no food waste!

Contact us today to learn more about the benefits of the on-demand system or visit our website:

www.apetito.ca



apetito Canada Limited
 22100 101st Ave
 Surrey, BC V3T 0G1
 (905) 799-0222 ext. 230
 Toll-free: 1-800-311-8179 ext. 230





COTT BEVERAGES CANADA
A Division of Cott Corporation
 6525 Viscount Road
 Mississauga, Ontario, L4V 1H6
 P: (905) 672-1900, ext. 19367
 E: Slevy@cott.com
 W: www.cott.com
 C: Shaun Levy

Cott Beverages is an innovation leader in carbonated and noncarbonated beverages. We manufacture premium quality shelf stable juices, smoothies, carbonated soft drinks, sparkling and flavoured waters, energy drinks, fitness waters, ready to drink teas, sparkling fruit juices, and other non-carbonated beverages.

CRYSTAL SPRINGS CHEESE
 P: (403) 308-1455
 F: (403) 381-8472
 E: cheese@shockware.com
 C: Evert Beijer

W: www.crystalspringscheese.site88.net
 Crystal Springs Cheese is produced in Coalhurst, AB, and has been on the market for 15 years. Choose our feta above the others because of the simplicity and convenience of our product and its extraordinary taste. The flavour is strong, the texture is appealing and our feta is ready for use right out of the pail. Other products include parmesan and saganaki.

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 Food Service Division
 6725 Millcreek Drive - Unit 1
 Mississauga, Ontario L5N 5V3
 P: (905) 363-1236 TF: 1-800-665-5817
 F: (905) 363-1247
 E: sdorland@darefoods.com
 W: www.darefoods.com
 C: Scott Dorland

Dare Foods Ltd. is a privately-owned Canadian manufacturer of quality products since 1892. Our product range consists of cookies, candies, crackers and fine breads. All of our plants are 100% peanut-free facilities. We are committed to continually develop foodservice products that meet your needs.

DR. OETKER CANADA LTD. SEE AD PAGE 31

2229 Drew Road
 Mississauga, Ontario L5S 1E5
 P: (905) 678-1311 TF: 1-800-387-6939
 F: (905) 678-9334
 E: kpickford@oetker.ca
 W: www.oetkerfoodservice.ca
 C: Kim Pickford

Dr. Oetker is a market-leading food company providing our customers with the highest quality of innovative products and services driven by a dedicated team. From dietetic to decadent, since 1960, Dr. Oetker has made it easy to create delectable meals quickly, conveniently and economically. Quality is the best recipe.

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 Cambridge, Ontario N3H 4R7
 P: (519) 650-4614 TF: 1-800-387-4064
 F: (519) 650-5692
 E: gaetan@elpeto.com
 W: www.elpeto.com

C: Gaetan Côté, VP Marketing and Sales
 El Peto Products Ltd. is the trusted name in North America for gluten-free manufactured and distributed products since 1988 with more than 450 gluten-free products and ingredients. In-house, gluten-free testing means safe, nutritious, high-quality foods – that's our focus. Visit us at www.elpeto.com.

GENERAL MILLS CANADA SEE AD ON IBC

5825 Explorer Drive
 Mississauga, Ontario L4W 5P6
 P: (905) 212-4016
 F: (905) 212-4016
 E: foodservice.canada@genmills.com
 W: www.generalmillsfoodservice.ca
 C: Susan Amlinger

General Mills is excited to announce the launch of gluten-free cereals and cake mixes in Canada. We believe in nourishing lives through branded products such as Chex, Cheerios, Fibre 1, Nature Valley and Betty Crocker, to name a few. More grain, more fibre and more choices. Think whole grain. Think General Mills.

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 Kentville, Nova Scotia B4N 3X3
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 F: 1-888-524-4144

Harlan Bakeries – Edmonton, L.P. is a manufacturer of high-quality bakery products specializing in pie shell dough, tart shell dough and pie top dough. We have trans-fat free and low in sodium options available.

HEALTHCARE FOOD SERVICES ONTARIO INC.

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 Ottawa, Ontario K4A 3N3
 P: (613) 834-3374 TF: 1-800-571-8824
 F: (613) 834-3394
 E: info@gohfs.org
 W: www.gohfs.org
 C: Renso Vettoretti

HFS is Canada's Trusted Provider in healthcare food. We are a non-profit organization whose purpose and focus since Day One have been healthcare establishments like yours. We truly specialize in this industry. From fully prepared dishes to simple user-ready products you can incorporate into your own recipes.



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 Markham, Ontario L3R 1B3
 P: (905) 475-6130
 F: (905) 475-7035
 E: orderdesk@hortonspicemills.com
 W: www.hortonspicemills.com

Horton Spice Mills Limited is a family-owned Canadian business. We import, process and distribute directly from this Kosher-certified location. With more than 1,000 spice and herb blends and 87 flavour and colour blends developed at Horton Spice Mills, you can trust us with your needs. We manufacture all of our products using Good Manufacturing Practices and following HACCP Guidelines.

KRAFT FOODSERVICE CANADA SEE AD PAGE 17

95 Moatfield Drive
 North York, Ontario M3B 3L6
 TF: 1-800-387-7740
 W: www.kraftfoodservice.ca
 Kraft Foodservice, a division of Kraft Foods Global, Inc., has been proudly serving the foodservice industry for more than 60 years. Our unparalleled portfolio of powerhouse brands has proven customer acceptance. Explore our Healthy Living section on kraftfoodservice.ca, where we recently added more than 50 new better-for-you recipes.

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LA DANOISERIE INC.

SEE AD PAGE 28

2496 rue Remembrance
Lachine, Quebec H8S 1X7
P: (514) 695-0707 TF: 1-877-695-0707
F: (514) 695-3191
E: info@ladanoiserie.com
W: www.ladanoiserie.com
C: Jesper Jonsson, President & CEO

Since the start of 2004, La Danoiserie has been providing "Ultimate taste – Absolute convenience" to professional users of bakery products. Simply Healthy™ is the most recent innovation – a range of pre-sliced sandwich breads high in fibre, low in saturated fat and sodium, that allows you to create sandwich recipes meeting today's nutritional standards.

LYNCH FOODS

SEE AD PAGE 22

72 Railside Road
Don Mills, Ontario M3A 1A3
P: (416) 449-5454
F: (416) 449-9165
E: info@lynchfoods.com
W: www.lynchfoods.com
C: Melanie Chislett, RD

W.T. Lynch Foods is a family-owned and managed food manufacturer supplying specialty food products to the food service and consumer goods industry in Canada and internationally. Lynch Foods manufactures a wide variety of quality products packaged in both bulk and portion sizes. Taste what Lynch has to offer – we're sure you will enjoy!

MARSAN FOODS

160 Thermos Road
Toronto, Ontario M1L 4W2
P: (416) 755 9262 ext 259
F: (416) 755-6790
E: sandi@marsanfoods.com
C: Sandi Jeffries
W: www.marsanfoods.com

CORPORATE MEMBER  Canadian Society of Nutrition Management

Marsan Foods has been a leader in meal solutions for healthcare since 1973. Marsan is known for product innovation, high production standards, and outstanding product support. We're committed to providing superior meal solutions at the lowest possible cost, and to providing varied, appealing and nutritious meals that enhance the foodservice and healthcare experience.

MCCAIN FOODS CANADA

10 Carlson Court, Suite 200
Etobicoke, Ontario M9W 6L2
P: (416) 679-1700 TF: 1-800-387-7321
F: (416) 679-1711
E: clwenner@mccain.ca
W: www.mccain.ca
C: Cindy Wennerstrom

McCain Foods Canada offers a wide range of potato products, appetizers, entrées, beverages, pizzas and desserts. With about 2500 employees in 12 processing facilities, we are proudly Canadian and a leader in agronomy, technology, innovation and new product development. McCain Foods continues to offer a diversified platform of consistently high-quality products.

MCCORMICK CANADA

SEE AD PAGE 13

Club House, Billy Bee and Lawry's
600 Clark Road
London, Ontario N5V 3K5
P: (519) 432-7311, TFF: 1-800-265-4988
F: (519) 673-0089
W: www.mccormick.com

C: Randy Donkervoort, Sales and Marketing Manager, McCormick Canada Food Service Division Building on strong brands and innovative products, McCormick Canada provides superior quality, value and service to our customers. Club House offers a variety of quality spices, herbs, seasoning blends, extracts, food colours and sauce mixes. McCormick's portfolio also includes Billy Bee Honey and Lawry's Seasonings. Contact: 1-800-265-4988 for more information.



NATURAL FRUIT CANADA

77 Presidio Drive
Hamilton, Ontario L8W 3E5
P: (289) 439-1635
E: info@naturalfruit.ca
W: www.naturalfruit.ca
C: David Thompson, Owner

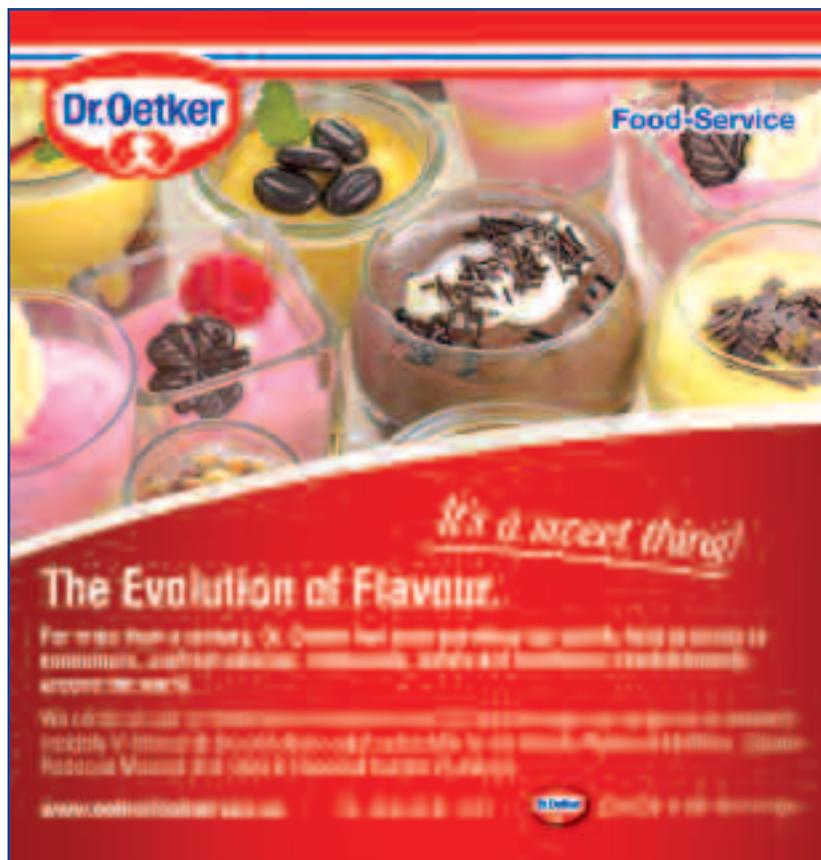
NFC manufacturers the highest quality frozen fruit bars and beverage mixes in the industry. Many say that our products taste like freshly picked fruit. Chunks O' Fruiti's® great taste is a result of starting with the best fruits available. Fruit First and all natural!



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TFF: 1-888-326-1379
E: npcanaahelp@archway.com
W: www.nestleprofessional.com

Nestlé Professional delivers innovative beverage and culinary foodservice solutions that you can count on when you need them most. Our portfolio of professional brands brings you the convenience and consistency you need for your operation. We are proud to build on our heritage of creating brands that are popular worldwide.



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www.oetker.com

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One Ocean Spray Drive, Box 81
 Lakeville, Massachusetts 02349-1000
 P: (905) 281-4496 TF: 1-866-332-4211 ext. 2227
 F: (905) 602-2011
 E: ghaines@oceanspray.com
 W: www.oceanspray.ca
 C: Gordon Haines

Ocean Spray is a cooperative founded more than 75 years ago and owned by more than 650 cranberry and 100 grapefruit growers in North America. Some of these cranberries are grown in Canada by more than 100 growers in B.C., Québec and New Brunswick.

PINOCCHIO ITALIAN ICE CREAM COMPANY LTD.

12814 -163 Street
 Edmonton, Alberta T5V 1K6
 P (780) 455-1905
 E: tom@pinocchioicecream.ca
 W: www.pinocchioicecream.ca
 C: Tom Ursino

Since 1982, Pinocchio Italian Ice Cream has supplied the foodservice industry on many levels. Pinocchio's prides itself in sourcing quality natural ingredients. Manufacturing and supplying natural ice cream, and natural sorbet(non-dairy) made with real fruit for special diets. Including single serve pre-filled 4 oz. cups.



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#210, 8711 A, 50 Street
 Edmonton, Alberta T6B 1E7
 P: (780) 466-8651
 F: (780) 465-7476
 C: (780) 387-6334
 W: www.progressivefoods.ca
 C: Marvin Nakonechny, CEO

Progressive Foods Inc. manufactures and sells Quick Cooking Barley, a healthy and convenient alternative to rice, pasta or potatoes. Quick Cooking Barley is a whole grain that provides high protein, high fibre and a very low Glycemic index. We offer a wide selection of recipes for a range of menu items such as soups, pilafs, salads, risottos, jambalayas, casseroles or dessert.

FOOD PROCESSORS



BONDUELLE

35 Port-Royal East, Suite 300
 Montreal, Quebec H3L 3T1
 P : (514) 384-4281 ext :12242
 F : (514) 384- 7992
 C : Lyne Ménard
 E : bonduellefoodservice@bonduelle.ca
 W : www.bonduelle.ca

Present in more than 80 countries, Bonduelle is the world's undisputed leader in processed vegetables. Its North American subsidiary encompasses more than 2,000 employees and 800 growers who harvest and prepare vegetables in seven plants across Canada. The company markets top-quality vegetables under private label and proprietary brands such as Arctic Gardens and Bonduelle.



OCEAN BRANDS

Suite 100-3600 Lysander Lane
 Richmond, B.C. V7B 1C3
 P: (604) 242-0030 TF: 1-877-506-1294
 F: (604) 242-0029
 E: talktous@oceanbrands.com

Ocean's is a leading seafood brand in Canada known for its leadership in product innovation, quality management and sustainability. We offer a wide variety of canned tuna and canned salmon products, as well as value-added product like our SnackKits™, Snack-N' Lunch™ and tuna and salmon salads. For further information, visit www.oceanbrands.com.



OLYMEL

1580 Eiffel Street
 Boucherville, Québec J4B 5Y1
 P: (514) 858-9000 TF: 1-800-361-5800
 F: (450) 645-2864
 W: www.olyselfork.com



Acquiring healthy eating habits is possible with our range of 100 pork, chicken and turkey products developed according to the highest nutritional standards for our health and wellness program. We have also developed menus and recipes with attached nutritional information. You can download our program on our website, www.olyselfork.com.



SAPUTO DAIRY PRODUCTS CANADA

8000 Langelier Boulevard
 St-Leonard, Québec H1P 3K2
 P: (514) 328-6663
 F: (514) 328-3389
 W: www.saputo.com

At Saputo, we craft, market and distribute a wide range of high-quality dairy products, from our full line of milk, cream, culture and mix products, to many award-winning cheeses. Saputo is the largest dairy producer in Canada with products distributed under such well-known brands as Dairyland, Neilson, Baxter, Nutrilait, Saputo, Armstrong, Alexis de Portneuf, DuVillage 1860.

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22151 Fraserwood Way
 Richmond, B.C. V6W 1L6
 P: (604) 244-8800 TF: 1-800-661-0087
 F: (604) 244-8811
 E: customerservice@sun-rich.com
 W: www.sun-rich.com
 C: Claude Doiron

Sun Rich Fresh Foods is a leader in fresh-cut fruit products for foodservice and retail. Canadian owned, we operate processing facilities in Vancouver, Toronto, Reading and Los Angeles. With increasing emphasis on healthy and convenient foods, foodservice operators, retailers and consumers choose Sun Rich. We take a Fresh Approach To Fruit™.

FOOD SAFETY

TRAINCAN INC. SEE AD PAGE 34
 23 Lesmill Road, Suite 103
 Toronto, Ontario M3B 3P6
 P: (416) 447-9588 TF: 1-888-687-8796
 F: (416) 646-0877
 E: jkostuch@traincan.com
 W: www.traincan.com
 C: Jim Kostuch
 TrainCan, Inc. offers in-class and online food safety training and certification across Canada at two levels. First is the employee level, BASICS.fst® certification and at the management level, ADVANCED.fst® certification. We serve the foodservice, retail grocery, education and government sectors with the tools to meet all food safety government requirements.

FOOD SERVICE DISTRIBUTOR

CENTENNIAL FOODSERVICE SEE AD PAGE 30
 1-4412 Manilla Road S.E.
 Calgary, Alberta T2G 4B7
 P: (403) 214-0044
 F: (403) 214-1656
 E: scott.runciman@centfs.com
 W: www.centennialfoodservice.com



C: Scott Runciman, Business Development Manager
 Centennial Foodservice is a unique manufacturer-distributor serving the three westernmost Canadian provinces. Through our network of regional distribution centres, we provide solution-driven protein products and consultative services to healthcare operators at all levels. We are driven to learn customers' needs in order to earn their business.

COLABOR SUMMIT DISTRIBUTION

580 Industrial Road
 London Ontario N5V 1V1
 P: (519) 453-3410 TF: 1-800-265-9267
 F: (519) 453-5148
 E: chartman@summitfoods.com
 W: www.summitfoods.com
 C: Cindy Hartman

Summit Foods is a Canadian-owned full-line distributor delivering brand name value to the Healthcare industry. Our dedicated Healthcare consultants offer personalized service designed to meet your needs with online ordering, custom order guides and inventory control. Meeting rooms and test kitchens are available at London, Mississauga and Ottawa branches.



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 405 The West Mall, 10th Floor
 Etobicoke, Ontario M9C 5J1
 P: (416) 626-1973 TF: 1-800-610-2858, ext. 7565
 F: (416) 620-3123
 W: www.parmalat-foodservice.ca
 Parmalat Foodservice is dedicated to the foodservice industry by delivering quality brands, products and service. We combine the best product features and superior performance of key dairy brands such as Beatrice, Lactantia, Astro, Black Diamond and Racolli with an understanding of the specialized needs of our foodservice customers.

Talia Foods Inc.

"It's about serving our customers"

905-452-3800
www.taliafoods.ca

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 F: (416) 234-3088
 E: emmertonsarah@corp.sysco.ca
 W: www.sysco.ca
 C: Sarah Emmerton, R.D.

CORPORATE MEMBER  Canadian Society of Nutrition Management

Sysco is the leader in food service marketing and distribution. Along with a dedicated team of health care professionals, Sysco offers a broad line of products and service solutions. Ask us about our Healthcare Website, Synergy Software, Recipes on Demand, newsletters, regional healthcare shows, education and menu planning days.

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 F: (905) 452-3844
 W: www.taliafoods.ca

Talia Foods offers quality products, knowledge and a passionate commitment to our customers. Our ability to service our customers is second to none and, among the 3 partners, we have more than 65 years of experience in the industry. Our dramatic growth is due to our strong reputations and relationships in the industry.

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 TF: 1-800-263-7025
 TFF: 1-866-468-0777
 E: csr@silvergrouppurchasing.com
 W: www.silvergrouppurchasing.com
 C: Stephanie Grills, National Sales Coordinator

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Silver Group Purchasing provides professional services to the health care industry for the acquisition of supplies, services and capital equipment contracts. We are committed to providing measurable cost savings to our members through preferred suppliers. We offer additional resources such as our Nutritional Support Systems.

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 F: (503) 585-5543
 E: ceakin@esha.com
 W: www.esha.com
 C: Chris Eakin

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 P: (724) 452-8794
 E: michael@vstech.com
 C: Michael Babines, Vice President
 W: www.vstech.com

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 E: ecps_clientservices@aramark.ca
 W: www.ecps.ca
 C: Angelo Colalillo, Director of Operations, Eastern Canada

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Membership in Complete Purchasing Services provides CSNM members with competitive, stable pricing on a broad range of high-quality products and services as well as operational tools and resources including menus and recipes, educational materials, online national classified listings, theme meal planners and workshops.

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 F: (519) 443-8697 TFF: 1-800-567-1652
 E: patrick.boshell@debcanada.com
 W: www.debgroup.com
 C: Patrick Boshell

Deb aspires to be the world's leading away-from-home skin care system company; a global innovator of skin care products and technologies. The Deb Food Industry Skin Safety Program is designed to help raise hand hygiene standards to prevent food contamination linked with improper skin care practices.



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 F: (905) 829-7194
 E: shane.mckay@diversey.com
 W: www.diversey.com
 C: Shane McKay

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 F: (905) 629-1851
 E: diana.franco@manitowoc.com
 W: www.garlandcanada.ca
 C: Diana Franco

Garland Canada is the sales and marketing arm of Manitowoc Foodservice in Canada. All brands are supported by our manufacturer-approved STAR network of service agents and parts distributors. Our brand portfolio includes Frymaster, Dean, Jackson, Garland, U.S. Range, Lincoln, Delfield, Merrychef, Cleveland and Convotherm.

ORKIN CANADA

SEE AD PAGE 33

5840 Falbourne St
 Mississauga, Ontario L5R 4B5
 P: 905-502-9700 TF: 1-800-800-ORKIN
 F: 905-502-9510
 W: www.orkincanada.com

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Manufacturer of the Luda H line: 74% less salt and gluten-free but NO compromise on taste! Aliments ED Foods specializes in dehydrated products such as soup and sauce bases, soup mixes and seasonings. We also manufacture concentrated stocks made primarily from fresh ingredients (meat, seafood and vegetables). With more than half a century of experience, Aliments ED Foods offers expertise and innovative products right for you! For culinary solutions you can trust call 1-800-267-3333 or visit www.ed.ca.



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Apetito creates great tasting products with the right nutrition. Customers include foodservice operators in hospitals and care facilities across Canada as well as Meals on Wheels service. Our range is extensive and includes soups, entrees, complete meals and texture-modified options. We offer flexible choices including for special diets. Visit www.apetito.ca for more information.



ARLA FOODS INC.

Arla Foods Canada has been manufacturing and importing high-quality specialty cheeses in Canada since 1961. We offer a great variety of cheeses under our nationally recognized brands of Castello, TreStelle, Dofino and Apetina. Our whole-milk recipes include Gorgonzola, Blue, Bocconcini, Parmesan, Havarti and Feta, to name a few. For more information, please visit www.arlafoods.com.



BERTHELET FOODS

Berthelet is a family-owned Canadian company that has provided a wide range of dehydrated and liquid products to the food service industry since 1960. All of our products offer unique advantages for quality, consistency, ease of preparation, safety and storage. We consistently develop innovative products and solutions that meet the requirements of today's most modern food service kitchens. Visit us at www.berthelet.com for more information.



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Campbell's Healthcare provides a full range of creative menu solutions for healthcare customers in acute care hospitals for patient feeding and healthcare retail cafeterias, and for senior living in both long-term care and retirement residences. Our product portfolio includes a full range of soup solutions, entrees, healthy beverages, texture modified foods and products for dysphagia management. Please visit our Campbell websites at www.campbellfoodservice.ca and www.campbellhealthcare.ca for details about our product line, nutritional information and recipe ideas.



CANADIAN TRADE HOUSE

Jones Dairy Farms have been using only natural ingredients and the same recipes since 1889 – quality and convenience with uncompromised ingredients. They offer premium fully-cooked sausage links, sausage patties and bacons which are gluten free and preservative free. Canadian Trade House together with Better Food Concepts are exclusive distributors of Jones Dairy Farm products across Canada. To find out more, visit www.canadiantradehouse.com or www.betterfoodconcepts.ca.





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Known as “The Protein Experts,” Centennial Foodservice directly supplies the retirement and health-care industry in western Canada with an extensive line of high quality, solution-driven food products. In addition to our line of custom-cut and packaged beef, pork, lamb, veal and poultry products, Centennial Foodservice also offers fresh and frozen seafood programs designed to deliver variety and wholesomeness to your menus in a food-safe manner you and your residents can rely on. Phone 403-214-1660 or e-mail scott.runciman@centfs.com.



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Clearwater is dedicated to responsible fishing and best practices that ensure excellence from ocean to plate. Globally recognized certifications such as British Retail Consortium and Marine Stewardship Council help us ensure our plants and practices are meeting the best possible standards in food safety and sustainability. Contact us today to enhance your menu and your customer’s satisfaction! Visit www.clearwater.ca.



COMPLETE PURCHASING SERVICES INC.

Complete Purchasing Services is a leading supply chain solutions provider in Canada with a broad range of products and services in Foodservices, Facilities and Operations, and Nursing and Clinical. Other benefits of membership include access to operational tools and resources including web-based applications for procurement, menu management, and inventory management, menu support, theme meal planners, educational materials and workshops, and a national client services team. Visit www.ecps.ca.



DEB CANADA

The Deb Skin Care Program, tailored for any food handling environment, guarantees food quality and employee health and safety with cost-effective solutions that respect the environment. The Deb Food Industry Skin Safety Program is designed to help raise hand hygiene standards to prevent food contamination linked with improper skincare practices. Our products include protective creams, antimicrobial and heavy-duty cleansers and sanitizers. All Deb dispensers include BioCote® antimicrobial protection certified by HACCP International. Phone 1-888-332-7627 or visit www.debgroup.com.



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For more than 50 years, Dr. Oetker Canada has been providing high-quality food products to contract caterers, restaurants, hotels, healthcare and educational establishments. Our commitment to excellent product quality, innovation, responsiveness and environmental stewardship is evident in every product we produce. Offering a full line of dietetic and decadent desserts, sauces and gravies, Dr. Oetker continues to supply value-added products that deliver ease of use, convenience and endless planning possibilities. Visit www.oetkerfoodservice.ca.



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Food and Nutrition Management at Fanshawe College
Students are trained in kitchen operations, employee relations and nutrition; enabling them to manage kitchens in the dynamic food service industry. Areas of study included nutrition sciences, menu planning, budgeting and institutional cooking. Graduates will be equipped to pursue careers as food service supervisor, nutrition managers and dietetic technicians in the health care and hospitality industries. Visit fanshawec.ca/tourism for more information.



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Club House, Billy Bee and Lawry's – building on strong brands and innovative products, McCormick Canada provides superior quality, value and service to our healthcare, contract feeder and institutional customers. Club House is recognized as Canada's national leading brand of high-quality spices, herbs, seasoning blends, extracts, food colours and sauce mixes. The McCormick portfolio includes Billy Bee, Canada's favourite honey, and Lawry's Seasonings. Please contact 1-800-265-4988 for details about our product lines, nutritional information and recipe ideas.





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With more than a century of pest control experience, Orkin Canada offers the most advanced Integrated Pest Management programs and environmentally friendly long-term solutions to solve your pest concerns: pest control, bird and wildlife control, washroom care services, odour control and drain services. Don't take chances with your reputation, call the professionals. Visit us at www.orkincanada.com.



SILVER GROUP PURCHASING

Silver Group Purchasing provides professional services to the health care industry for the acquisition of supplies, services and capital equipment contracts. We are committed to providing measurable cost savings to our members through preferred suppliers to health care facilities and additional resources such as our Nutritional Support Systems. Phone 1-800-985-7827 or visit www.silvergrouppurchasing.com.



TALIA FOODS

We at Talia Foods have more than 65 years experience in the foodservice industry and the desire and ability to service our customers that are second to none. We offer a wide variety of fresh and frozen products in the raw and further processed categories, primarily in poultry, but growing in other protein areas as well. If we do not have a product in inventory, we will do our very best to source it for you. Please feel free to take a look at our product lists on our website at www.taliafoods.ca.



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TrainCan, Inc. offers in-class and online food safety training and certification across Canada at two levels: at the employee level – BASICS.fst® certification and, at the management level – ADVANCED.fst® certification. We provide superior training programs and tools to meet all food safety government requirements. TrainCan also provides teaching power points, interactive games, hand washing kits, videos and many other food safety teaching tools. This fall, TrainCan and Anaphylaxis Canada will be launching an Allergy Training Program. For more details, visit www.traincan.com.



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