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CANADIAN SOCIETY OF NUTRITION MANAGEMENT NEWS

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Nutrition Management

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Winter 2013

OUR COVER STORY

WHAT'S ON THE LABEL?

Canada's new food labelling regulations:
Are you label wise?

PLUS

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PEOPLE THROUGH
APPRECIATION**

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By Kathy Cuthbertson, CNM



It is hard to believe that 2013 is here! The CSNM board and committees have been busy working on several projects as well as the regular board portfolio business. I will outline some of these and identify our priorities.

Membership renewals are a high priority at this time of year as the membership committee and the CSNM office work together to accomplish this. Remember to login on to www.csnm.ca to renew your membership.

The certification process was running full steam the last couple of months as active members who had been certified by the old program had until December 31 to be grandfathered. This was quite successful; the number of Certified Nutrition Managers is now more than 50.

Trademarking of Canadian Society of Nutrition Management and CSNM has been approved by the legal authorities.

The marketing project continues. You will soon see a refreshed website as well as posts in the social media world.

The 2013 Annual General Meeting and Conference will be held in collaboration with the Dietitians of Canada, Gerontology Network. This is very exciting as we have the opportunity to network and learn with our partners in our field. The conference will be held in Toronto, May 9 and 10. Watch your inbox for more information and plan to be there. At the AGM, the 2013-14 board of directors will be presented. I hope some of you have been nominated for a position or have volunteered for a committee in the upcoming year.

Last, but certainly not least, after an intense request for proposal process of awarding the contract for office services, I am pleased to announce that the contract was awarded to Bond Executive Offices. We are very pleased that the team at Bond is returning to work with us. Our members will continue to recognize the voice of Debbie on the other end of the phone.

It has been a busy year and there is more to be done.

I look forward to seeing you in Toronto in May!

Kathy Cuthbertson, CNM
President, CSNM

PUBLISHER Jamie Parcels
CREATIVE DIRECTOR Stan Michalak
ADVERTISING Christian Johnson
Judy Kolisnyk
April Kryswaty
Michele Preston

CONTRIBUTORS Heather Bester, BSc (HEc), RD
Barb Cockwell
Derek Johnson
Patricia Katz, MCE, CHRP, HoF
Barbara Kermod-Scott
Jamie Parcels
Daphne Spear

CSNM EDITOR Margaret Brousse

CSNM Canadian Society of
Nutrition Management

Canadian Society of Nutrition Management

1370 Don Mills Road, Suite 300
Toronto, Ontario M3B 3N7

TOLL-FREE PHONE 1-866-355-2766

FAX (416) 441-0591

EMAIL csnm@csnm.ca

WEBSITE www.csnm.ca

PRESIDENT Kathy Cuthbertson, CNM
PAST PRESIDENT Dean Cox, CNM
PRESIDENT-ELECT Jean Van Nus
TREASURER/SECRETARY Maria Kalic
ADMISSIONS/MEMBERSHIP Dave Lebert
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Cutting Edge Communications Inc.

201 - 1200 Pembina Highway

Winnipeg, Manitoba R3T 2A7

TOLL-FREE PHONE 1-866-669-2377

TOLL-FREE FAX 1-866-669-2336

EMAIL info@cecommunications.ca

WEBSITE www.cecommunications.ca

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WHAT'S ON THE LABEL?

Canada's new food labelling regulations: Are you label wise?

By Heather Bester



Since 2007, Canadians have been able to read nutrition information on all prepackaged foods. This includes calories, fat, cholesterol, sodium, carbohydrate, protein, Vitamins A and C, calcium and iron. Depending on the product, labelling may also include saturated fat, trans fats, fibre, sugar and many vitamins and minerals. Labelling is beneficial to Canadians as it helps people meet nutrition goals, focus on a specific nutrient of concern or follow special diets. Labels may also have nutrient content claims or health claims as approved by Health Canada (HC) and the Canada Food Inspection Agency (CFIA).

The addition of allergens to labels has been a long process. In the 1990s, a working group of representatives from Health Canada, the CFIA and practicing pediatric allergists got together and, in consultation with consumer groups, decided which allergens needed to be on the ingredient lists. The groups included Dietitians of Canada, the Canadian Society of Allergy and Clinical Immunology, the Al-

lergy/Asthma Information Association and the Canadian Celiac Association. Recommendations were put forward in 1999. Lobbying of government officials by groups such as Allergic Living, Anaphylaxis Canada, Canadian Celiac Association and individual allergy sufferers and celiacs was necessary to make this law.

Amendments to the labelling laws were added to clearly identify and list several food allergens, gluten sources and added sulphites. For example, mustard seed is now listed as a priority allergen. Once the regulations were registered, manufacturers and importers were given 18 months to adopt the new labelling changes. These amendments came into force on August 4, 2012 and the Canadian Food Inspection Agency (CFIA) is responsible for enforcing them.

An estimated 1.2 million Canadians suffer from food allergies and nearly one per cent of Canadians have celiac disease. Reactions range from mild and irritating to life threatening (anaphylaxis). Symptoms are numerous and diverse and may present in the respi-

ratory tract, skin and mucous membranes, digestive tract, nervous system and others. Without careful planning, restricted diets can be nutritionally deficient, causing additional health problems.

Until August, reading labels was a huge challenge for allergy sufferers and celiacs as they tried to decipher exactly what the ingredients in packaged foods were and whether they needed to be avoided. For people with allergies or intolerances, ingredient lists can be a minefield of terminology. There are 17 different words which can mean egg, 12 for milk and eight for peanuts. Every day is a challenge: shopping, eating out, and the physical and emotional discomforts when a mistake is made can even be life threatening. There have been several cases of school children accidentally ingesting one of their allergenic foods with tragic results. The lives of many have become simpler to manage and safer with the new laws.

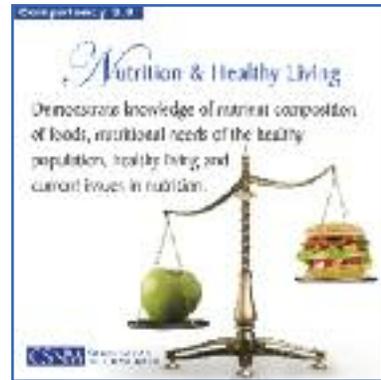
Nutrition managers, dietitians, cooks and dietary aides cope with the responsibility of providing safe food

for customers and patients. This is challenging, especially when there are several allergens for one person. Nutrition managers need to read labels in order to decide what products to use on menus while front-line staff watch for allergens when admitting a new patient. The new labelling simplifies this by listing the key allergen in bold writing, using a common term within the ingredient list or at the end in a "contains" section. The jobs of kitchen staff, who cater to special diets and food allergies, just became easier with less chance for error.

Dietitians who assess and teach clients with celiac disease or food allergies will be able to give simpler information handouts and patients will be less confused. The RD's focus can be more on designing a balanced, nutritious diet.

These new laws are intentionally aligned to laws in other countries such as the European Union, United States, Australia and New Zealand. The U.S. and Canada require that food allergens are declared in the list of ingredients or in a "contains" statement. Be sure to read the ingredient list as well as the "contains" list as the allergen could be in one or the other.

The listings will be very helpful and, in some cases, lifesaving for those with food allergies, sensitivities and celiac disease, as well as for the people who care for them. The goal is to reduce the number of food recalls and adverse reactions. For manufacturers this will help clarify the content of their products and assist people to determine whether they can consume the product. Hopefully, the product will more likely be purchased. ■■■



Heather Bester, BSc (HEc), RD, has been a Registered Dietitian for the past 23 years. She is a member of the College of Dietitians of Alberta and Dietitians of Canada and works in private practice at Ascent Physiotherapy and Performance Lab as well as at the Banff Mineral Springs Hospital in acute care and long-term care.



• heather@ascentphysio.com

★ Please turn the page for a brief summary of Canada's new labelling requirements

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SUMMARY OF THE NEW LABELLING REQUIREMENTS

- Food allergens, gluten sources and sulphites will need to be labelled in the list of ingredients or in a statement that begins with “Contains:”;
- The food allergen or gluten source will be written in commonly used words such as (“milk” or “wheat”);
- Mustard seed will be added to the regulatory definition of food allergen;
- Common name for the plant sources of hydrolyzed protein will be declared. For example, the label may indicate soy or hydrolyzed vegetable protein (soy), rather than just hydrolyzed vegetable protein;
- For the allergen source: spelt and kamut will be declared as wheat;
- Sulphites above 10 ppm will be treated the same as other allergens and use of a separate “Contains” statement will be optional;
- If a food allergen is present in wine and spirits as a result of the use of fining agents from eggs, fish or milk, the allergen source must be shown on the label of the prepackaged product; and
- The source of any allergen or gluten present in the wax coating or their compounds would be required to be shown on the label of prepackaged fruits and vegetables.

The CFIA states: “Under the new regulations, when protein, modified protein or protein fractions from the following foods are present in prepackaged products, these allergens will need to be declared using plain language: almonds, Brazil nuts, cashews, hazelnuts, macadamia nuts, pecans, pine

nuts, pistachios or walnuts; peanuts; sesame seeds; wheat and triticale; eggs; milk; soybeans; crustaceans (common name of the crustaceans); shellfish (common name of the shellfish); fish (common name of the fish); or mustard seeds. Gluten sources will need to be declared when a food contains gluten protein, modified gluten protein, or gluten protein fractions from barley, oats, rye, triticale or wheat (or a hybridized strain of any of these cereals).”

Health Canada views regular commercial oats as a source of gluten due to the possibility of cross-contamination with gluten.

All prepackaged foods must carry a label. There are two exceptions:

- one-bite confectionary (a candy, stick of chewing gum) sold individually; and
- fresh fruit or vegetables packaged in a wrapper less than 12.7 mm (1/2 inch) in width.

Because they are not required to use a label, the allergens will not be listed and therefore need to be avoided. Another exemption includes wine, beer and alcohol. They are not required to have an ingredient list however, wine and alcohol must list allergens, gluten and sulphites. Beer is to be phased in due to concerns from the beer industry.

“Allergen precautionary labelling” is used to notify consumers that a food allergen may be unintentionally present in a food.



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POKE	08.00	08.00	08.00	08.00	08.00	08.00	8"
POPOV	08.00	08.00	08.00	08.00	08.00	08.00	7"
SOFTTOP	08.00	08.00	08.00	08.00	08.00	08.00	7"
SPNS	08.00	08.00	08.00	08.00	08.00	08.00	7"



	PolyCarbonate			EcoShield	Size
	Standard	Mini	Assort		
SPNS	✓	✓	✓	✓	8 1/2"
POPOV	✓	✓	✓	✓	7"

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GROW YOUR PEOPLE THROUGH APPRECIATION

Nourishment takes many forms

By Patricia Katz



Appreciation is the fuel that grows people and organizations in value and worth. Recognition and celebration are more than just the icing on the cake. They are vital in strengthening relationships, sustaining organizations and maintaining the loyalty of employees, clients and volunteers.

WHY BOTHER?

Towers Watson (a major HR consultancy) recently found that the single-highest driver of engagement is whether or not workers feel their managers are genuinely interested in their well-being. If you're in a leadership role, encouraging others is a very strong way to express your interest.

Martin Shain, a researcher in workplace wellness, found that one of the most important indicators of happiness in the workplace is whether employees feel they have a friend at work. As a colleague in the workplace, sharing appreciation is a simple way to express your care and concern.

In terms of productivity and performance, researcher Michael Losada discovered that the highest performing teams demonstrate a six to one ratio of positive to negative comments. Sharing recognition with others is a significant way to increase the positivity and productivity in your team.

You may think there is already enough appreciation flowing through the workplace, but in a recent survey of 2,300 North American employees, 66 per cent said they would like to receive more appreciation on the job.

SIGNPOSTS TO NOTE

Expressing appreciation for others starts with knowing what to watch for. Encouragement is appropriate in situations where people are feeling weary, low, or uncertain. Watch for cues like these: someone seems discouraged or exhausted, a normally happy outgoing person appears to be withdrawn and down in the dumps, a colleague experiences a disappointment in their personal or work life, an individual is reluctant to take on a new responsibility or has experienced a failure in an attempt to master something new.

Downtimes are not the only cues to watch. Actively extending encouragement to others also springs from the watchfulness of an appreciative mindset. This means catching people doing things right. Watch for cues like these: a colleague meets a milestone or completes a task or project; someone goes out of their way for you or for the team; a person takes a risk, overcomes a fear, or makes a positive change; an individual expresses the best of your corporate values in their action with a

co-worker or a client. The more alert you are to cues like these, the more opportunities you will find to be a benevolent presence in the lives of others.

PITFALLS TO AVOID

If you haven't been especially active in encouraging others or don't feel very comfortable in that role, here are a few suggestions that will help you be more successful in your efforts. Tailor the recognition to the recipient. Ignore personal preferences at your peril. Introverts do not appreciate being centre stage and the focus of a public acknowledgement, extroverts thrive on it. Recognizing different people in the same way does not guarantee a positive result. If in doubt about how best to appreciate someone, watch for clues as to how an individual extends appreciation to others or ask the person directly what they would prefer.

Avoid milk-toast generalizations like: "good job, nice work, way to go." Describe in detail what you have noticed and why it mattered. Never assume that the individual or group you are recognizing is on the same wavelength and knows to what you are referring.

Recognize someone as soon as possible. Don't delay until later. Recognizing someone days or weeks after an event

reduces the sincerity and increases the suspicion with which it may be received. The individual may wonder why you are bringing that up at that time and what you may want next.

Strive for creativity and uniqueness. Don't settle for the same old, "It's your birthday - here's your cake." That wears thin after a while. Vary the way you recognize others from time to time and year to year. Repeating the same form of reward loses its impact over time. Even small changes bring a breath of fresh air.

Surprise people after the fact. Don't make every appreciation exchange a transactional experience. Suppose you need a few extra hours of help to bring a project in on time. Don't treat the situation like one where people need to be coerced to take part. (If you do this, then you'll get that!) Explain the need and enlist the help. Once, the task is done, surprise those who volunteered

with something they might value that would be appropriate in your organization - a food treat, a bit of time off, a small gift card. This approach avoids turning something by which people are naturally motivated (lending a helping hand) into an "If this - then that" bribery-like experience.

Tap into people's intrinsic motivation. Don't think you always have to provide a tangible external reward. Daniel Pink's research on motivation shows that people are naturally motivated by three things: Purpose, Mastery and Autonomy. Build on these elements. Connect what's being asked of people to the larger purpose and the difference that their work makes to others. Offer people opportunities to improve their skills and get better in areas that are important to them. As much as possible, let people decide how or in what order they will approach their re-

sponsibilities. Focusing on these elements is more about getting out of people's way than it is about showing them the way.

SPEAK THEIR LANGUAGE

Individuals are more conversant in some languages of appreciation than others.

Gary Chapman and Paul White describe this phenomenon in their book, *The Five Languages of Appreciation in the Workplace*. Each person has a primary language or two that they prefer, and languages that they just don't get.

Words of Affirmation is the first language. Some people prefer to hear in conversation or see in writing that their actions have been appreciated by others. For these folks, thank you cards, email messages and one-on-one conversations are all good ways to get the message across.

Tangible Gifts is language number two. Some individuals don't care so

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much about the words, and actually may dismiss them as irrelevant. Instead, they need to hold in their hands a token of your appreciation. It doesn't have to be something sizeable. A chocolate bar, a zany knick knack or a ticket to an event would all fall under this category.

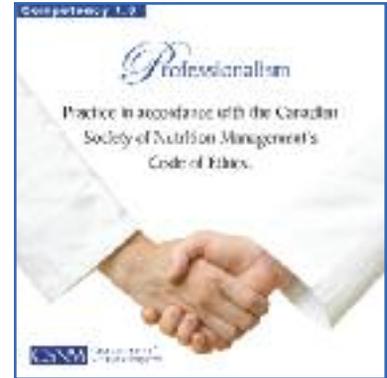
Acts of Service is the third language. For people who value being appreciated in this way, they won't care that you brought them a memento, or that you told them they were doing good work. They will care that you rolled up your sleeves, pitched in and gave them a hand with a task on which they were falling behind, or that you thought to refill their coffee cup while you refilled your own.

Quality Time is language number four. This is even more valuable and tougher to come by in today's very hectic lives and workplaces. What this means is that you give the other person

your full and complete attention. You are present. You listen and watch and respond without being pulled off focus by people or distractions.

The final language of appreciation is **Physical Touch**. Needless to say, this option is a bit more sensitive and risky than the others. Still, there are times where touch is a commonly expressed and accepted form of celebration or appreciation. High fives and fist bumps are pretty safe expressions. If the recipient is someone you know well, and the two of you have a strong and solid relationship, an arm around the shoulder or a brief hug may be just the right encouragement in a tough situation. Approach this option with care.

The way people typically express themselves will often give you clues as to their preferred languages of appreciation. Pay close attention and use what you observe to guide your choices.



Patricia Katz, MCE, CHRP, HoF, works with organizational leaders to reduce the impact of overload and overwhelm in their lives and workplaces. This best-selling author of five books shares her wisdom weekly with thousands of readers of her e-zine, *Pause*.



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NUTRITION DAY



DAY

IN THE UK

Wednesday, March 20, 2013

By Derek Johnson

When the UK's Hospital Caterers Association (HCA) and the National Association of Care Catering (NACC) announced the launch of Nutrition Day last fall. The aim of the day is to focus on providing vital advice and guidance to health and social professionals on the action that can be taken to help prevent under-nutrition and dehydration. Nutrition Day in the UK will be Wednesday, March 20, 2013.

In the fall, the UK's Office of Na-

tional Statistics indicated that both malnutrition and dehydration were factors that are cited in the cause of death of more than 420 people in social and healthcare settings every year. The Care Quality Commission's (the inspection body) *State of Care Report 2012*, published in November, also placed further focus on nutrition and feeding in the sector with up to one in five of the establishments inspected not reaching the desired standards. So, the launch of the day proved to be very timely.

The overall aim of the day is to illustrate how, by making positive changes to eating and drinking habits, people can improve their quality of life. The benefit of the campaign to professionals and staff within social and healthcare settings will be further highlighting the preventative role they can play in catalysing a reduction in malnutrition related illnesses that often require complex treatments, prolong recovery periods, delay hospital discharges and increase NHS and social care costs. The HCA and

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NACC will be providing information and supporting materials which can be used to promote good practice.

“We are proud to launch the first combined Nutrition Day. It’s important to understand how much food and fluid is required on a daily basis, how this can be increased and what good practices to follow are,” said Karen Oliver, NACC Chairman. “I call upon all involved in social and health care to play their part in helping us to promote this vital element of good nutritional care up and down the country.”

Her counterpart in the HCA, Janice Gillan, also stated: “With a more integrated partnership working between health and social care, it was a logical move to work with the NACC on promoting this vital core activity for health and social care. There is also a strong economic argument; evidence suggests that dehydration can lead to increased hospital stay and readmission rates.”

The key aims for the day are:

- The further promotion of the existence of the 10 Key Characteristics for Good Nutritional Care and how these align to good practices.
- Promoting Nutrition Advocates for every health or social care setting. The advocate will act as a lead-in to promote this vital component of good care. It is envisaged that this person would come from the existing staff team.

- Promote the standards for good minimum nutrition in the respective settings while aiming to gain wider acceptance as the industry standard, then to further discuss making these standards mandatory.

- Highlight good nutrition and hydration practices to promote the positive work rather than the negative at-risk numbers.

In the past, UK focus events (i.e. National Community Wheels Week, Dehydration in Older People Awareness Week) have usually had one big event to target the media. This time the thinking is different. Nationally, there will be planned, targeted media releases promoting the good work of the associations and the day’s aims. Features with specific examples will be developed for use in a variety of trade magazines to highlight the good practice taking place across the country.

Locally, members are encouraged to hook into the day and promote their individual case studies in their own locality. The association’s role will be to support the membership and their work and link this to the wider national initiatives. There is no special logo for the day, just the association’s own logos on all communications.

A decision was made to contact and encourage other interested people and associations including HCI. Since sharing the information, the HCA and

NACC have had interest from Ireland, Australia, Canada and the U.S. about promoting the day internationally.

The immediate interest following the launch took the two co-organisers, Andy Jones from HCA and Derek Johnson from NACC, by surprise. Key players, such as The Royal College of Nursing and Malnutrition Task Force, bought into the idea of the day and its aims. Numerous emails, comments and support on social media have poured in. In fact, more than 10 per cent of the comments have come from Canada alone!

The day’s aims are all transferable. There is no reason why the day cannot be promoted in Canada and modified to meet provincial and federal standards.

It began as a combined day in the UK but it has become apparent there is a need to promote good practices and our service standards and regulations all the way around the world.



Derek Johnson is the immediate past NACC chair and is employed by Leeds City Council as Principal Catering Manager – Social Care providing catering expertise to the residential and daycare establishments and community based services. He has been involved in developing many of the UK’s care catering initiatives in the past decade.



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Hungry for Technology

Sysco Canada programs both on and in demand

By Jamie Parcells



They say having your head in the clouds is not a good thing when it comes to business, but for one Canadian distributor, technological advancements have made this an ideal place to be.

Sysco, the leading supplier to “meals-prepared-away-from-home” in North America, offers diverse product lines, the ingredients needed to prepare meals, numerous ancillary preparation and serving items and a complete suite of on-demand programs ideal for long-term care facilities of all sizes.

Recipes On Demand, Menus On Demand and Synergy On Demand – Sysco’s on-line browser-based systems offer recipes, integrated cycle menus, nutritional information, resident data, and much more. All are consolidated online and stored in the “cloud” – a platform that enables users to outsource the maintenance burden of servers and applications and enjoy the benefit of being able to access data from anywhere with an Internet connection.

“The cloud is where everything is these days. The flexibility that it offers is amazing,” says Karen Hurley, RD, manager, healthcare systems, Sysco Canada. “Imagine being able to access your systems from home or on multiple computers in your operation. If you can send an e-mail or use Google, then you can use our systems.”

Today, everything the company does is on the technology platform, including all order entry systems and warehousing. “Technology is helping us grow. Our healthcare customers look at the solutions that we have to offer them first and technology is also a really great way to keep customers,” says Wendy Brancato-Neuman, RD, RVP healthcare, marketing and business development.

The on-demand, cloud-based systems enable Sysco to publish changes to its programs in real time. All Sysco programs are designed for both current and new users and are effective in assisting facilities of all sizes comply with nutritional regulations that differ from province to province. The buy-in has been significant. “In the last three months, we have hired three new registered dietitians to help us support our systems and sell them,” says Brancato-Neuman.

With labour shortages forecast in the healthcare sector, offering a one-stop shop service is ever more important. With this in mind, Sysco is making considerable efforts to educate customers and encourage them to invest in these systems.

“Simply put, our customers want to ‘see more on our trucks,’” says Tina Haslip, RD, director of healthcare services, Sysco Canada. “They are coming to us to fill the void and offer solutions to their ever-changing set of demands. With limited time and resources, managers want to know how we can make things quicker and easier for them.”

Large players with multiple locations can get set up on a group subscription with access to the same system and same menu. A new Sysco menu is published every six months so smaller users can access it and don’t have to input all the data themselves. All menus are in accordance with *Canada’s Food Guide* and meet the standards for long-term care.

“We’ve had some great success with it in LTCs that, for example, have ethnic populations requiring multiple recipes. They are able to add hundreds of recipes to our database and gain access to ones that work better for their clientele,” says Carmen Mackenzie, director of healthcare, Sysco Canada.

Sysco’s systems are Canadian, user friendly and fully customized to meet individual needs. Training – online and webinars – and onsite individual and group training is provided.

While Synergy On Demand is the biggest of the programs, smaller operators can start with Recipes On Demand and upgrade as required. Today, more than 400 customers use Sysco’s menu programs across the country.

“We’re helping our customers manage their businesses now and into the future so that they can focus on patient care as opposed to sitting behind a desk doing paperwork,” says Hurley. “The shrinking labour pool combined with the onset of baby boomers – most of whom will want scratch cooking – present challenges to LTCs like never before. We have taken a proactive approach to address this situation and we are ready to meet the demand.”

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

• jparcells@cecommunications.ca

The Law of the Land

Sometimes it's difficult to know to which level of government you must answer

By Barbara Kermode-Scott



The law of the land – a legal term for all of the laws within a country or region, including both statute law (written laws passed by legislatures and governments) and common law (laws developed on the basis of preceding rulings by judges). During their lifetime, Canadians will be expected to obey all federal, provincial or territorial laws and municipal by-laws effective in their community.

The law of the land also governs the workplace. The nutrition manager, cook, dietitian, foodservice worker or other employee must abide by Canada's numerous and very complex laws.

The authority to make laws is divided between the federal and provincial governments. International issues, and matters that affect all of Canada such as criminal law, trade between provinces, telecommunications, immigration and extradition are in Ottawa's hands. The provinces make laws in areas like education, property and health services.

Care that is provided in long-term care (LTC) facilities is not publicly insured under the *Canada Health Act (1984)*, Canada's federal legislation for publicly funded healthcare insurance. LTC facilities are governed by provincial and territorial legislation. Health Canada points out that across Canada, provincial and territorial governments regulate differing services and cost coverage. Even the names for LTC ac-

commodation differ from coast to coast. There are also differences in the level or type of care offered, how facilities are governed and who owns them. Not surprisingly perhaps, this has led to a wide variety of legislation affecting the operation of LTC facilities across Canada.

PROVINCIAL LTC LEGISLATION

Although the legislation governing LTC facilities differs widely, provincial authorities are united in the goal of improving care standards for LTC residents, reducing malnutrition, dehydration, food poisoning and unsanitary and unhygienic conditions as well as neglect, tragic premature deaths through preventable circumstances, exposure to communicable diseases and medication errors.

In Ontario, all LTC homes are governed by the *Long-Term Care Homes Act, 2007*. Ontario's Ministry of Health and Long-Term Care asks all LTC home licensees to make a copy of the LTCHA regulation available in their home. The Ontario government introduced the act to ensure that residents of LTC homes receive "*safe, consistent, and high-quality resident-centred care in settings where residents feel at home, are treated with respect, and have the supports and services they need for their health and well-being.*" The LTCHA, for example, covers nutrition care, dietary care and hydration programs, and states that every licensee is responsible for ensuring that residents are provided with "*food and flu-*

ids that are safe, adequate in quantity, nutritious and varied. Every resident must be offered a minimum of three meals daily, a between-meal beverage in the morning and afternoon, a beverage in the evening after dinner, and a snack in the afternoon and evening. A full breakfast must be available to residents up to at least 8:30 a.m. and the evening meal must not be served before 5:00 p.m."

A LTC home in Ontario must have at least one registered dietitian who is a member of the staff and who is on site at the home for at least 30 minutes per resident per month to carry out clinical and nutrition care duties. There must be at least one nutrition manager for the home.

In British Columbia, a LTC home is referred to as a "community care facility" and is subject to the *Community Care and Assisted Living Act (2004)*. This act licenses not only LTC facilities but other community care facilities that provide care to vulnerable, dependent people in child day care, child/youth residential and adult residential settings. It also includes a registration process for assisted living residences that accommodate seniors and persons with disabilities who receive housing, hospitality, and personal assistance services and can direct their own care.

The *Personal Care Homes Act (2005)* in Saskatchewan, covers privately-owned and -operated personal care homes providing continuing care to adults. In Manitoba, a "personal care

home” is a “facility dedicated specifically to providing care for those individuals whose long-term care needs can no longer be met by the family and/or by supporting community services.” These homes are governed by the *Protection for Persons in Care Act*, which came into effect in 1998.

While the laws and regulations differ, there are also similarities. For example, each personal care home in Manitoba, each LTC home in Ontario, nursing home in Alberta and each community care facility in B.C. is required to abide by and post a *Residents Bill of Rights*.

EMPLOYMENT STANDARDS

There are many laws governing employment standards. These laws regulate numerous issues: employment age, recruitment, pay equity, minimum wage, training, qualifications, dismissal, hours of work, shift arrangements, retirement, severance, public holidays and vacation entitlement. For example, in Alberta, the *Employment Standards Code* regulates hours of work, the payment of wages, vacation and general holiday pay, the termination of employment, parental benefits

and the employment of young persons.

Labour relations laws are very complex and cover issues such as trade union bargaining rights, collective bargaining and unfair labour practices. At the federal level, labour relations are governed by the *Canada Labour Code*. At the provincial level, each province has its own legislation.

WORKPLACE HEALTH AND SAFETY

Any complaints concerning health and safety issues or workers compensation are referred to the appropriate provincial authority. For instance, in 2001, the Ontario Workplace Safety and Insurance Appeals Tribunal reviewed the case of a nutrition services worker who argued that long-term exposure to noise levels in the dish room at the hospital where he worked had contributed to hearing loss. His appeal was denied.

In 2011, the New Brunswick Workplace Health, Safety and Compensation Commission Appeal Tribunal heard the case of a cook and nutrition support attendant at an adult care centre. She had filed and been denied a claim for retroactive benefits after developing neck pain she felt was work related.

The tribunal heard her claim that she had been undertaking repetitive work at a counter that had been at an awkward level for the past year and a half. Her appeal was approved.

FOOD SAFETY

There are many laws relating to food safety, food premises, public health, food inspections, etc. At the federal level, the Canadian Food Inspection Agency is responsible for the enforcement of Canada’s Food and Drugs Act as it relates to food, food inspections and food recalls.

Long-term care facilities are responsible for ensuring their employees have the experience, competence and training to safely prepare and handle the food they provide to residents. Food safety training and food handling are regulated by federal and provincial legislation and municipal bylaws. ■■■■

Barbara Kermod-Scott is an author, medical writer and editor living in Calgary. As a freelance journalist, she has covered a wide variety of topical healthcare issues. Formerly a hospital manager in the UK’s National Health Service, Barbara is the Canadian correspondent for the *British Medical Journal*.

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OSNM Year Off to Busy Start

AS THE SEASONS, THINGS CHANGE IN ONTARIO. IN JANUARY, we will receive new ministry funding towards the raw food envelope – a \$0.12 per-resident-per-day top up, so that we can cover the costs of items previously funded under the High Intensity Needs (HIN) program.

Labour continues to be an ongoing issue for many facilities, either with obtaining staff who are adequately trained, or staff who remain within the industry once they are trained. In November, a group of OSNM board members met with MOHLTC representatives, including R. Francis, D. Allen and M. Marlow, to bring additional awareness to the group about CSNM/OSNM. During the meeting, the group discussed the benefits of membership in CSNM/OSNM, reviewed the educational training requirements for the Food Service Management and Institutional Cook's programs and obtained clarification related to some of the MOHLTC standards including: cooks' qualifications, foodservice worker qualifications and educational requirements and nutrition managers hours under legislation. The group also discussed the proposed raw food envelope.

Looking to the future, the Ontario membership is seeking the opportunity to have a joint membership with CSNM, to reduce costs and streamline our renewal process. Planning is under development for our Spring Symposium.

PSNM Debates New Products

SIXTEEN MEMBERS OF THE PSNM MET LAST OCTOBER AT Rosemary Heights in South Surrey, a 90-bed residential rare and 61-suite assisted living facility operated by Retirement Concepts. Members enjoyed some light snacks while Shallah Panjwani and Winnie Li, representatives of Nestle, presented their line of supplements and Thicken Up Clear.

Shallah and Winnie introduced Med Pass to those members who do not currently use this nutrient and calorie-booster product. Residents are offered 2 oz. servings of Resource 2, four times per day. This provides 500 calories and 20 grams of protein and assists with weight gain and wound healing. Med Pass costs about 50 cents per serving. Members discussed whether this should be considered a food product (under our budgets) or a medication (under nursing budgets). Some facilities charge this to food services, others to nursing. Med Pass is part of the care plan, administered by nurses and signed off like any medication. Thicken Up Clear is a Xanthan Gum-based food thickener that contains no starch. Starch begins to break down in the mouth as saliva contains the enzyme Amylase which compromises the thickness of a product before swallowing.

Gordon Food Services has offered space for the 2013 Spring Conference and AGM. This will be held April 11. PSNM is also planning a fall education opportunity, which will include the CSNM fall meeting.

Accreditation High on SSNM List

LAST NOVEMBER, THE SIAST ADVISORY COMMITTEE MET AND ONE OF THE TOPICS ON THE agenda was the accreditation review of the SIAST Food and Nutrition Management program, which received a full five-year accreditation. The program leaders have already made changes in response to some of the recommendations from the report.

A major action of the committee is to follow up on one of the recommendations of the accreditation report that more hours be devoted to human resources and foodservice management courses. The committee has decided to review those courses this March.

Also, in November, the second-year SIAST Food and Nutrition Management students held their annual thanks-to-the-industry event. This year, the theme was "A Night in Paris" – a great evening with fabulous food, entertainment and service.

Please save the date for the SSNM Education Day and AGM to be held on April 26, in Saskatoon.

Winter Greetings

THE ASNM SENDS GREETINGS TO ALL of our colleagues across Canada. On the home front, we are starting to collect CE points for the upcoming year and many of our members are qualifying for CNM certification. We will be having our AGM April 26 and 27 at the "Food Matters" Alberta Health Services Conference in Edmonton, in 2013. We hope to see everyone at the AGM.

Staying on Top of CE

CSNM continues to fine-tune the continuing education points system

By Barb Cockwell and Daphne Spear



When CSNM introduced the annual requirement of eight continuing education points, it recognized the importance of having a system where members were able to receive education that pertained to CSNM core competencies. It was decided the best way to achieve this was through the quarterly magazine *Food Service & Nutrition*. Each issue contains two articles and corresponding quizzes, one in each of the eight core competencies.

Since the introduction of the Certified Nutrition Managers program in May 2011, which requires members to have a total of 16 CE points annually, it became evident that a format for providing additional CE opportunities was needed.

The CSNM's continuing education committee has worked to provide an application process and corresponding forms for additional educational opportunities. The application is completed by the sponsor of an education session then submitted to the CE chair. Two members of the CE committee review the application and determine which of the core competencies it reflects. Then, the sponsor is notified that the education request has been approved and given the information regarding the competency. After

being approved, the sponsor may advertise its session as "CSNM Approved" and indicate which competency is pertinent. Application should be made at least eight weeks prior to the event.

The provincial chapters and individual CSNM members have been talking to their sales and company promotion representatives and organizations about events within their communities that reflect CSNM core competencies. Organizations have been very receptive to this process because they can see that it is beneficial to both parties.

Because not everyone is able to attend these events, CSNM has started working with the chapters to provide webcasts where participants can view the session from their home or office, as well as have the opportunity to interact with the speaker and other participants. CSNM is also providing webinars throughout the year.

Organizations such as CPS, SGP, Sysco, and GFS are working to provide quality education for their customers. These organizations apply for CSNM CE points sponsorship and use this as part of their marketing.

Some members, due to location or time constraints, find it difficult to earn the additional CE points for certification. CSNM decided that another option to earn CE points should be available. A new form called the *Alternate Education Tracking* form was developed. If a member attends or participates in education that has not been CSNM approved, they are encouraged to complete the tracking

form and provide the required documentation along with their print out of CE points from their profile page, with the application or renewal form.



Barb Cockwell is one of many operation managers for Aramark Canada Ltd. She has been employed in food services for more than 20 years. She is an active board member with OSNM and the continuing education chair for CSNM.

Daphne Spear is director of support services at Westminster House, a 120-bed private, non-profit, non-funded facility. She is also the certification chair for CSNM.

• csnm@csnm.ca

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CONTINUING EDUCATION QUIZ

YOUR NAME

MEMBERSHIP NUMBER

PHONE NUMBER

DATE

WHAT'S ON THE LABEL?

Competency 3.0 Nutrition & Healthy Living

- The new labelling amendments require manufacturers clearly identify and list
 - A - Eleven food allergens and gluten sources
 - B - Several food allergens, gluten sources and added sulphites
 - C - Food allergens, mustard and added sulphites
 - D - Gluten, wheat, mustard seed and food allergens
- Who is responsible for enforcing the new regulations?
 - A - Health Canada
 - B - Canadian Society of Nutrition Management
 - C - Canadian Food Inspection Agency
 - D - Canadian Celiac Association and Anaphylaxis Canada
- Gluten must be declared on the label, including
 - A - Spelt, kamut, barley, oats, rye, triticale or wheat
 - B - Amaranth, quinoa, spelt and kamut
 - C - Oats, barley, rye, triticale or wheat
 - D - Wheat and triticale
- This is a new priority allergen
 - A - Sulphites
 - B - Soy
 - C - Mustard seed
 - D - Gluten

GROW YOUR PEOPLE

Competency 1.0 Professionalism

- The ratio of positive to negative comments in high-performing teams is
 - A - 6:1
 - B - 3:1
 - C - 1:1
- Which of these is one of the five languages of appreciation described by Chapman & White
 - A - Annual Performance Reviews
 - B - Words of Affirmation
 - C - Long Service Awards
- According to Daniel Pink, people are intrinsically motivated by
 - A - Appreciation, challenge and integrity
 - B - Excellence, respect and justice
 - C - Purpose, mastery and autonomy

Available in French on the CSNM website

Seront maintenant disponible sur le site web de la CSNM/SCGN

COMPLETE THIS QUIZ ONLINE!

GO ONLINE TO WWW.CSNM.CA - CLICK ON MEMBERS ONLY (UPPER RIGHT) - LOGIN - COMPLETE THE QUIZ

OR, CLIP AND SUBMIT THIS PAGE BY MAIL OR FAX TO:

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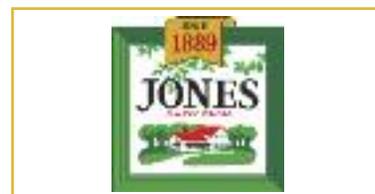
CANADIAN PRODUCE MARKETING ASSOCIATION (CPMA)

The Annual CPMA Convention and Trade Show continues to bring the produce industry together to build business and expand relationships. The 88th annual event will likely be the largest in our history – do not miss it! Register online at www.convention.cpm.ca for a Complimentary Trade Show pass available to produce retailers, produce wholesalers and foodservice distributors/operators.



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Complete Purchasing Services (an Aramark Company) 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.



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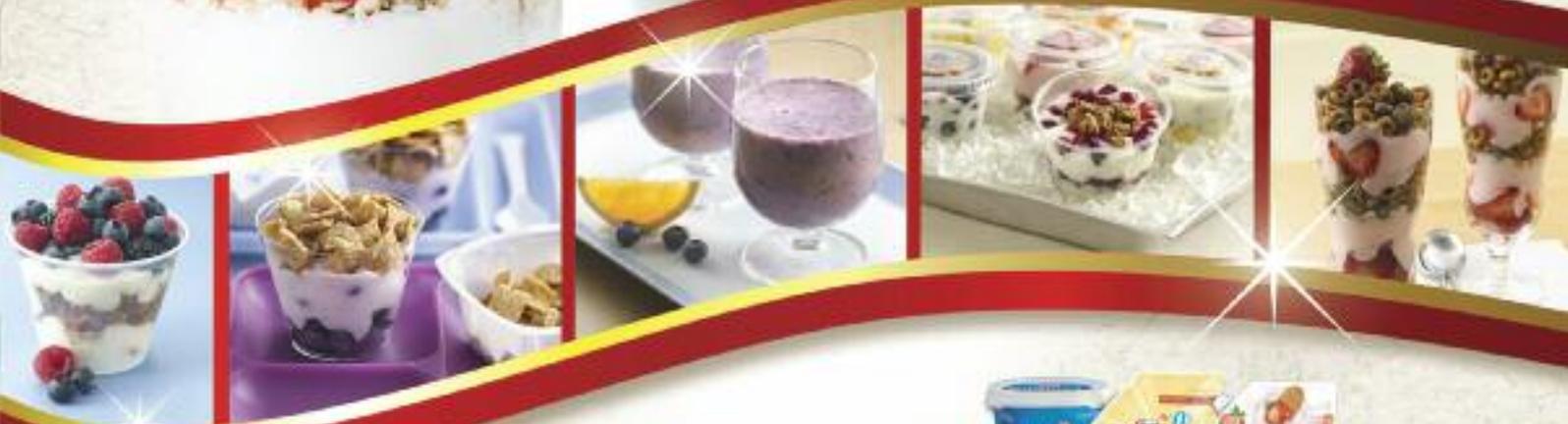
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