3-3-2019

2019 PAC Minutes, Nutrition and Food Service Management

Kelly Sullivan
Fanshawe College of Applied Arts and Technology

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FNM PROGRAM ADVISORY COMMITTEE MEETING

Winter 2019
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**PROGRAM ADVISORY COMMITTEE AGENDA**

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<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Led by</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 – 9:45 a.m.</td>
<td>Welcome, Introduction and Overview (lunch will be served)</td>
<td>PAC Chair</td>
</tr>
<tr>
<td>9:45 – 10:00 a.m.</td>
<td>Purpose of the Program Advisory Committee</td>
<td>PAC Chair</td>
</tr>
<tr>
<td>10:00-10:30 a.m.</td>
<td>Program Overview</td>
<td>PAC Chair</td>
</tr>
<tr>
<td></td>
<td>1. Program overview – what has happened since we last met in March 2018</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Meet of couple of students</td>
<td></td>
</tr>
<tr>
<td>10:40 – 11:30</td>
<td>3. What is going on in the industry?</td>
<td></td>
</tr>
<tr>
<td>New items</td>
<td>4. Suggestions for improvement, change and program support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Election of Chair and Vice Chair for PAC 2020</td>
<td></td>
</tr>
<tr>
<td>11:30 a.m.</td>
<td>Lunch</td>
<td>PAC Chair</td>
</tr>
</tbody>
</table>
### MINUTES OF PROGRAM ADVISORY COMMITTEE MEETING

<table>
<thead>
<tr>
<th>Program Code:</th>
<th>Program Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNM2</td>
<td>Tracy Jones</td>
</tr>
</tbody>
</table>

**Current Meeting Date:** March 12, 2019  
**Meeting Place:** London Downtown Campus LDB  
**Previous Meeting Date:**  
**Next Meeting Date:**  
**Chair of PAC:** Trish Goodall  
**Recording Secretary:** Kelly Sullivan

#### PAC Meeting General Information:
- *Board of Governors’ policy D-30.05*
- *TOR27: Program Advisory Committees*

<table>
<thead>
<tr>
<th>PAC Members and Credential</th>
<th>Organization</th>
<th>Title</th>
<th>Affiliation</th>
<th>Term</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fran Best</td>
<td>London Health Sciences Centre</td>
<td>Nutrition Assistant</td>
<td>Employer</td>
<td>2nd Term</td>
<td>Present</td>
</tr>
<tr>
<td>2. Trish Goodall</td>
<td>Woodstock Hospital</td>
<td>Director Food Services</td>
<td>Employer</td>
<td>Choose an item.</td>
<td>Present</td>
</tr>
<tr>
<td>3. Deanna D’Ambrosio</td>
<td>St. Joseph’s Health Care London</td>
<td>Coordinator Food and Nutrition Services</td>
<td>Employer</td>
<td>Choose an item.</td>
<td>Present</td>
</tr>
<tr>
<td>4. Michelle Braecker</td>
<td>St. Joseph’s Health Care London</td>
<td>Coordinator Food and Nutrition Services</td>
<td>Employer</td>
<td>Choose an item.</td>
<td>Present</td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Location</td>
<td>Position</td>
<td>Title</td>
<td>Employer</td>
</tr>
<tr>
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</tr>
<tr>
<td>5</td>
<td>Leslie Morden</td>
<td>Middlesex Terrace</td>
<td>Food Service Manager</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>6</td>
<td>Britney Zwikirsch</td>
<td>Highview Residences</td>
<td>Facilities and Food Service Coordinator</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>7</td>
<td>Jamie Chowns</td>
<td>Sisters of St. Josephs London</td>
<td>Food Services Supervisor</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>8</td>
<td>Natalie Aikens</td>
<td>People Care Oakcrossing</td>
<td>Director of Food Services</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>9</td>
<td>Chris Oleksiuk</td>
<td>Chartwell Chateau Gardens</td>
<td>Food Services Manager</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>10</td>
<td>Anne Marie Atkinson</td>
<td>Terrace Lodge</td>
<td>Manager of Support Services</td>
<td>Employer</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>11</td>
<td>Alex Meliton</td>
<td>Extendicare</td>
<td>Dietary Manager</td>
<td>Employer</td>
<td>Present</td>
</tr>
<tr>
<td>12</td>
<td>Cheryl Speers</td>
<td>McGarrell Place</td>
<td>Foodservices Manager</td>
<td>Employer</td>
<td>Present</td>
</tr>
<tr>
<td>13</td>
<td>Randi-Lee Bain</td>
<td>Chelsey Park</td>
<td>Food Services Manager</td>
<td>Employer</td>
<td>Present</td>
</tr>
</tbody>
</table>

**College Resource Persons**

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Position</th>
<th>Title</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tracy Jones</td>
<td>Faculty</td>
<td>Program Coordinator</td>
<td>Present</td>
</tr>
<tr>
<td>2</td>
<td>Sue Brush</td>
<td>Faculty</td>
<td>Professor</td>
<td>Present</td>
</tr>
<tr>
<td>3</td>
<td>Kelly Sullivan</td>
<td>Support Staff</td>
<td>Minute taker</td>
<td>Present</td>
</tr>
</tbody>
</table>

**NOTE:** College resource persons include Board of Governors members, full and part-time employees or students who administer, teach in, support or are enrolled in the programs.
<table>
<thead>
<tr>
<th>Item #</th>
<th>Agenda Items and Discussion</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing items</td>
<td>Have PAC members reviewed the Final Action Plan or 1 Year Follow Up from the last Program Review?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Do the PAC members endorse the Final Action Plan or 1 Year Follow Up from the last Program Review?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Does the current PAC membership reflect the TOR requirements?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- **Thank you and introductions**
- **Purpose of a PAC is for students, curriculum and industry**
- **Overview of program**
  - 1<sup>st</sup> year earn Culinary Skills Certificate
  - Knowledge in food production, food safety and eligible for more jobs
  - 2<sup>nd</sup> year Nutrition
  - Therapeutic dietician
  - Canadian Society of Nutrition Management
  - Have an articulation agreement with Wester
    - Students need 20 credits
    - Receive 7 credits for Fanshawe program
- **Required to meet with Industry yearly**
  - Recommendations from last year (purple ones have been completed)
    - Host educational event
    - Co-Curriculum Record – volunteer meal buddies
    - Zero Waste Project – Composting
    - Protected Meal Times
    - Malnutrition Project
    - Field Trips – Food Production Facility/LHSC Kitchen Tour
    - Health and Safety Inspection
    - More detailed Ministry of Labour Case Studies
    - Guest speakers

- Follow up with the three students once they are working to get additional feedback.
- PAC members to put together a short video explaining what they do, hours, experience required.
- Directive from industry to take back to managers at Fanshawe to see if we can increase pass rate so more in line with CSNM?
- LHSC and Woodstock Hospitals to share the job rotation plans that they have in place for co-op students.
- Identify FNM students in 1<sup>st</sup> year maybe with a different coloured pill hat.
- Implement a menu change using Menu Stream
- Career Prep – A day in the life of Guest Speaker

Students Nicole, Laura and Rachel came into meeting to discuss their thoughts about the programs current curriculum.

- Program is great
- 2nd semester kicked butt
- Love program
- Program suits her career goals
- Not enough on acute care
- Cooking a little nerve wracking
- Downfall is nutrition is in second year with not enough focus on nutrition in first year
- Didn’t want to be a chef but understands why and that it helped
- Not enough focus on nutrition in first year
- First year not as busy as second year so could add some nutrition to first
- Content very good
- Work life balance between years
- Didn’t know would be in culinary for the first year
- Students should know how program works
- Heavy on cooking and not on nutrition
- Will know basics for when in management can go into kitchen and know what is going on
- Focused on Nutrition Manager and not many other positions
- Did Open House explain program flow?
  - Two students say yes and one student said no

- Talk to first year students to see if their feedback is the same.
- If faculty from nutrition program taught in 1st year more focus on nutrition
- Depended on the teacher as to nutrition focus
- Once asked, teacher would focus more on nutrition
- Have student volunteers at Open House as they can explain their experiences

- The PAC members discussed/responded to students
  - Need to know how to cook so able to explain why we do what we do
  - Bring industry into classes to explain their jobs
  - Many start in industry as cooks or nutrition entry level as learn jobs and can show fellow workers you know what to do as a manager
  - Did all positions prior to management position
  - Others will pull from experiences if they know you know how important their work is
  - Change happens constantly
    - New diets
    - New staff

- Students took the floor again
  - Workload challenging but not hard work for 2nd semester courses
  - Work content not difficult but workload is
  - Need more balance in final semester
  - Just want to get through and finish
  - Mid-term cancelled due to snow day and re-scheduled when 4 assignments due (not planned well)
  - Shift courses between terms to balance workload

- PAC members
  - Real life is busy
  - Hectic
- To do list for day railroaded due to hectic work life
- Will be a lifelong career challenge
  - PAC member asked students “What do you want out of Placement?”
    - Determine where I want to work
    - Have goals
    - Better understand of content and how to use it
    - How everything we learned works in real world
    - Find my way – use as direction
    - See what is available – do I want to stay in hospital or long-term care
  - PAC members feedback about students
    - These are the top three students
    - Maybe next time bring in an average student to see their attitude on the program
    - True reflection is 10% are hard to motivate in class and on the job
    - Difficult to manage multi-generational employees
    - Not everyone employer gets the superstar employee/student
    - Need reality check as hospital jobs do not come along everyday
    - Don’t want to discourage students but need to know reality of job market
      - Pull job postings for a year and show students
        - Kitchen
        - Manager
        - Aid
      - Will show students experience required for each
      - Will show students frequency of Management positions
    - Maybe look into raising the pass level to 60% to weed out poor students
    - Need to know reality of getting job in field right away
- Job diversification shows versatility
- Food distributors may be an option
- Students think they will get a job of manager upon graduation and work 8 – 4pm – not going to happen
  - Will be 24/7 365 in this field
  - On-call all weekend on a rotational basis
- 70% of jobs are in long term care so important that that is the focus of the program curriculum
- Does the interview process work for co-op job?
  - Yes
  - Able to ask questions about what they want out of coop
  - Values, dress code, appearance (Sisters of St. Joseph have high standards)
  - Want to mentor students as they were themselves were mentored
  - Provide guidance based on what students want to see as outcomes
  - Students trying to find their way
    - Still surprised that most students have 0% idea of what they want or where they want to work
  - A lot more mature students entering field upon graduation
  - A lot more international students looking for co-op positions
    - Language can be a barrier
- Canadian Society of Nutrition Management
  - Graduates of FNM are eligible for membership
    - 50% to pass
  - Need 65% to pass the CSNM exams
    - Why less if taking classes/program from Fanshawe?
- For 5 week placement have the student cook for one week, then move somewhere else for a week and so on. Will work through most or all areas during placement
- Can we have a more structured checklist
  - Week 1 - H & S shadow
  - Week 2 – Cook
  - Week 3 etc.
- List everything the students need to complete during co-op/placement along with the expectations of the college the students will get a quality workplace experience. If someone is on vacation another manager can pick up and go through items required for the week easily
  - Laundry
  - Facilities (smaller homes may have to do more than one job)
  - Payroll
  - Operations
  - Inventory
  - Ordering
- What are we working on in industry?
  - Itsy
  - Menu Stream
  - Need to teach assertiveness in HR class
    - Half of the student they have had were very meek
    - How to deal with unions
    - Workplace bully’s
    - How not to be eaten alive
    - Need to feel competent as may work in silo
- Nourish – a group from Montreal handpicked numerous people to sit on panel to discuss sustainable food, going green, waste (straws etc.)
- Need to stay current on movements
- Stonebrand Straws – feels like plastic
- **FOCUS on**
  - Nourish
  - Sustainability
  - Menu Stream
  - Canada’s Food Guide
  - Diabetic intervention
    - Set meals and snack times
    - Set portion size
- **Therapeutically changing**
- **MS**
  - Following requests
  - Ethics (residents rights)
    - Resident choice/right but what if I do right by the resident but not what they should have??
    - Legal document required if patient wants to change modification so protects workers
  - Make resident part of the process
- **General Persuasive Approach GPA**
  - Non-violent prevention training
  - Non-violent crisis prevention
  - Direct 8 hours
  - Non-direct 4 hours
  - Students should receive training
  - A lot of incidents among the PAC members and other staff
  - Some carry Personal Screamer
  - One home takes patients no one else will take
  - Happening more and more
• Training to deal with resident and family members
  ▪ The strike affected current students learning experience
  ▪ PAC members would like know if 1st and 2nd year can mixed together such as:
    • Chef program 1st semester
    • Nutrition program 2nd semester
    • Chef program 3rd semester
    • Nutrition program 4th semester
  ▪ Passion is food and clinical
  ▪ Bring in speakers for first year students
  ▪ Don’t lighten second year as prepares students for Western or industry
  ▪ Asking for Co-Chair – Natalie is Co-Chair
  ▪ Hospitals hire students for the summer. Check their job boards around Christmas time. Interview in April for May – August. Look on Indeed, Simply Hire and County websites.

NOTE: Lead and Affiliate advisory committee minutes and reports are required to be submitted to the appropriate Dean(s) and Chair(s) and members of the advisory committee. The Office of the Senior Vice-President, Academic is responsible for the maintenance of a repository for advisory committee agendas, minutes, reports and other documentation.