



# Kindness is Contagious: Redefining Your Dining Experience

May 24, 2023 • 1 – 2 p.m. CT

[www.LeadinAgeIowa.org/KindDiningOverview](http://www.LeadinAgeIowa.org/KindDiningOverview)

So much can go wrong in the dining experience. This negativity can rapidly infect the entire organization—draining morale, increasing costs, and limiting profitability. An outstanding dining experience, on the other hand, has the potential to reap rewards for everyone and create communities of belonging. For that to occur, certain fundamental principles need to be cultivated and take root within an organization’s culture. Learn how to best identify blind spots and increase the potential to improve results rapidly and walk away with critical strategies to raise service quality and make mealtime both a memorable and an enjoyable experience for all.

At the completion of this program, participants will be able to:

- Reinforce how important resident’s dining experiences are to how they feel about the community and organization.
- Identify current gaps between service expectations and service delivery.
- Discuss why these gaps are widening and the benefits and solutions to closing them.
- Apply these 5 low-cost changes you can implement immediately to raise standards and service quality, to improve the dining experience.

## Event Schedule

May 24, 2023 | 1 – 2 p.m. CT

## Who Should Attend

RDNs, NDTRs, CDMs and Dietary Managers, Chefs, Foodservice staff, Nurses and Caregiving Staff, Human Resources Staff, Marketing Directors and Staff, Executive Team Leaders, any position that has direct contact with residents or their family members, including New Hires, in Senior Living Communities of all Levels of Care.

## Faculty

**Cindy Heilman MSFN, NDTR, FAND**



Cindy Heilman has a combined 30+ years of experience in the restaurant industry and the senior living marketplace respectively, raising dining standards, and service quality. Mrs. Heilman holds a master of science in nutrition and food management. She is the owner of Higher Standards, LLC DBA Kind Dining®, author of Hospitality for Boomers, and creator of the Kind Dining® curriculum, her unique training that transforms staff behavior. She’s been active in Oregon’s Culture Change Coalition, has been recognized as Oregon’s Dietetic Technician of the Year, and received the American Dietetic Association (ADA) National Award for Excellence in Dietetic Technology. She is exceptionally impassioned about the difference nutrition professionals and employees can make within senior living communities when treated as valuable company assets.

## Continuing Education Information

CE credit is NOT available for this informational event.

## Registration & Other Information

Advanced registration is requested. Register at [www.LeadinAgeIowa.org/KindDiningOverview](http://www.LeadinAgeIowa.org/KindDiningOverview).

LeadingAge Iowa Member      FREE

Prospective Member              FREE

## What’s Included

Registration fee includes your Zoom connection to the live webinar. A recording of this webinar is NOT included in the registration fee.

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LeadingAge Iowa webinars deliver value to you with:

- No travel cost and time out of the office.
- No limit to the number of staff who can participate LIVE.

### **Handouts**

Handouts, if any, will be available digitally.

### **Cancellation/Refund Policy**

Registration deadline is May 22, 2023. Substitutions welcome anytime via email. All cancellation and substitution requests must be emailed to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)). LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.

### **Virtual Programs Code of Conduct**

The world of virtual learning is changing how we interact with each other – and our goal is to create a positive, safe and welcoming environment for all program participants. All are expected to abide by our Virtual Programs Code of Conduct. Go to [www.LeadngAgeIowa.org/VPCodeofConduct](http://www.LeadngAgeIowa.org/VPCodeofConduct) to view the LAI Virtual Programs Code of Conduct.

### **Photographs, Video & Intellectual Property**

Registration and attendance at, or participation in, LeadingAge Iowa virtual meetings and other activities constitutes an agreement by the participant for LeadingAge Iowa to use and distribute (both now and in the future) the participant's image, voice or text in photographs, videotapes, electronic reproductions and audiotapes of such events/activities. No personal video or audio recordings are allowed. Presentations, images and text chats are the intellectual property of the speaker, and participants are not permitted to record them or share the images or text chats for personal or business use.

### ***Other On-Demand Education Content Available Now***

LAI has also added a new on-demand course called Kind Dining® which is a 9-module eLearning training series that is evidence-based, values-driven, and promotes equity in your community. It offers immediate skill-building to develop staff personal, interpersonal, and technical skills beginning in the dining room, to create relationship success in senior living community settings for all-service members, health care professionals, and administrative leaders. To learn more about this course visit: [www.LeadngAgeIowa.org/KindDining](http://www.LeadngAgeIowa.org/KindDining)

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*515-440-4630 or [www.LeadngAgeIowa.org](http://www.LeadngAgeIowa.org)*