

## Community Spotlight: Osgoode Care Centre

How Foodservice Manager Kim Floren Built her Sysco Synergy Tech Suite “Ecosystem” to Support her Community’s Evolving Needs

**“Food has always been my love language – working in food and working with your love language is why I keep doing it. And making sure my residents thrive”**

Kim Floren, Foodservice Manager of Osgoode Care Centre told us when we asked her what she enjoys most about her job in long term care foodservice.



Having been in the industry for 43 years, Kim has spent the last decade serving smiles to 100 residents alongside her team in their rural home in Ottawa, Ontario. And her dedication to nourishing the souls of her community through freedom of choice and exceptional food, is nothing short of inspiring.

Since partnering with Sysco Synergy Tech Suite four years ago, Kim has been enjoying simplified operations and feeling fully supported as her community’s needs have changed over time.

At Synergy, we pride ourselves in being an all-in-one solution that continually innovates and adapts to evolving needs of our partners, especially through challenging times. Here’s how Kim took advantage of the customizability of her system as her operations evolved to accommodate a new normal (and how your community can do the same!)

### First partnering with Synergy

Prior to partnering with Synergy, because Kim was in charge of getting all the recipes and production sheets together in her community, she recalled her daily tasks as involving “a lot, a lot of paperwork!”

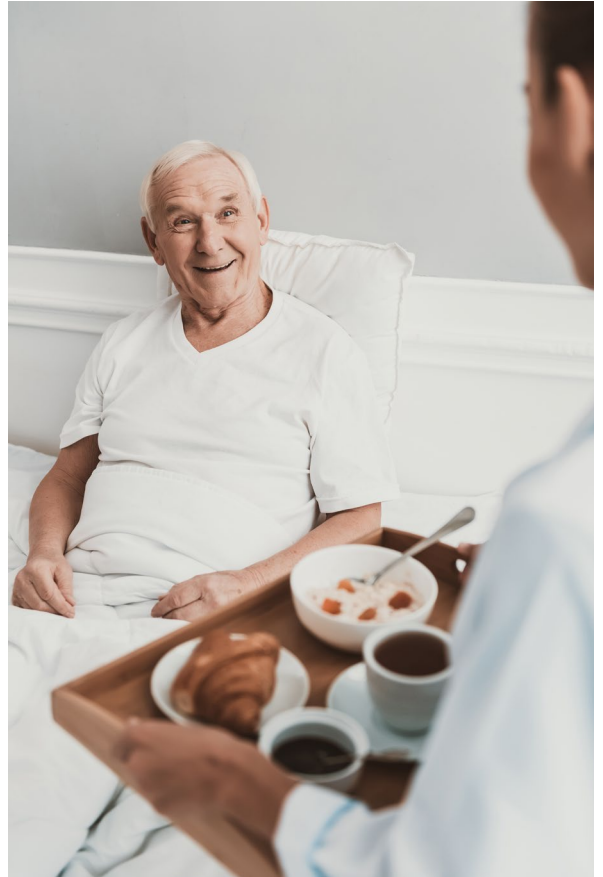
That's why, when Kim discovered Sysco Synergy Tech Suite at a tradeshow, she was instantly intrigued, and self-described as "gung-ho to get it".

Upon becoming a partner, Kim and her team started by implementing the Production Management and Recipe & Menu Planning portions of the software, so they could automate and simplify their operations and always ensure residents received exactly what they wanted, while catering to any diet and texture requirements.

One of the most important things, explained Kim, is giving her residents freedom of choice "because it is their home... residents being served what they want is probably the most important thing".

Kim was not only thrilled with the results she saw within her foodservice since onboarding the software but was pleasantly surprised with how easy it was to onboard and implement with the help of an industry-leading support team.

**"It's so amazingly easy to implement. (The support team) is very, very good, and the training was very good too – they talk you through everything and try to accommodate everything."**



### **Using Synergy Advanced Ordering amidst COVID-19**

There's no doubt that the wake of the coronavirus pandemic has had a major impact on all long-term care community's foodservice operations – forcing countless homes to adapt to in-room dining on top of many other unforeseen circumstances.

Recognizing her community should make a prompt shift from tableside to in-room dining, Kim proactively reached out to her Synergy support network to see how she could use the system to navigate new challenges brought on by COVID-19.

That's when Kim implemented the Advanced Ordering Module, offered at no cost to Synergy customers amidst the pandemic, so they could take and communicate resident orders via tablet at a safer distance, while operating in advance and ensuring residents were always receiving what they ordered.

"In a matter of 4-5 days, everybody was great. The whole thing was working beautifully, we got our production sheets and everything from that – and residents were being served what they wanted", explained Kim.

**"People were eating, and people were thriving and that's what we're all about."**

## Re-Opening the dining rooms

While keeping residents isolated to their hallways and well socially distanced, Kim's community later transitioned back to dining service – implementing a completely new normal when it came to retrieving and communicating resident orders.

"We were used to using a binder with the residents names and diets... everything was plastic coated and they could write on the coating what the resident ordered", recalled Kim.

Deciding that their traditional way of retrieving orders involved too many surfaces being touched, and to support their new socially-distanced seating arrangement, Kim decided to implement Synergy's Tableside Select Module.

"We had already fallen in love with Advanced Ordering, so we contacted (Synergy) and asked whether we could try the Tableside Select."

And it wasn't long before her community started seeing impactful results.

**"We're getting faster, and we're getting better, and most importantly the residents are getting what they want."**

## Plans for the future

With plans to retire in the near future, Kim is determined to take advantage of the breadth of all-in-one offerings Synergy provides to support her team's end-to-end operations.



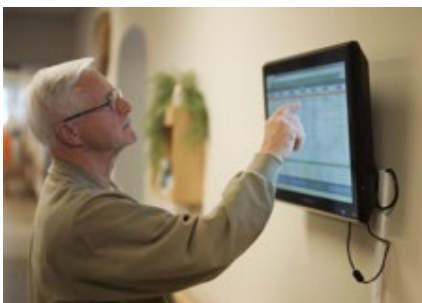
**“I retire in fifteen months and I’m bound and determined we’ll have the whole thing before I go!”**



**Watch Kim’s full Community Spotlight video here!**

Next on the docket? Kim would like to implement the interactive menu boards to help engage residents with vision challenges.

“Because we do have some people with sight problems... they’re able to expand it and see it by the day. That would be the finishing touch, and then we would pretty well have it all, and it all works amazingly,” explained Kim when imagining her plans for the future with Synergy on her side.



### **Recommending Synergy to other communities**

Kim has been so happy with the results of her foodservice solution, she’s proud to recommend Synergy to other communities!

“I actually talked my friend in another home into getting it, and he just couldn’t believe it – because he was used to changing the menus and working for 3-4 weeks trying to get it all up and running. So, he also has it now too, and we all love it,” she recalled.

The key reasons why Kim recommends Synergy?

**“It’s easy, it’s organized and... I just love it!”**

“I’ve been in this field for 43 years... and I’ve had systems... where you were constantly, constantly having to work on it. It would take me an hour a day just to go through and make sure tomorrow’s menu came up the right way. And I don’t have that issue (with Synergy).”

If you’re looking to automate and simplify your operations so you can attain safer service and have more time to focus on delivering the best possible dining experience for your residents, get in touch with a Sysco Synergy Tech Suite Technology Expert today at [Sysco@MealSuite.com](mailto:Sysco@MealSuite.com).