

The Institute of Hospitality in HealthCare

VOLUME 20 December 2010



*Seasons
Greetings*

2011 Conference Hobart
*"Shedding New Light on
Hospitality in Healthcare"*

Rosemary Pirie 2011
"Excellence awards"

*Notre Ideal
est Servir!*

www.ihhc.org.au



Notre Ideal Est Servir

The Institute of Hospitality
in HealthCare Ltd

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Our vision

We are nationally and internationally recognised as a proactive association for the advancement of professional standards in Hotel Services.

We deliver excellence in education, advice and networking to our members. We are the preferred advisory body to government, industry and other professional associations.

Our members are an integral part of decision making and are sought for their knowledge, expertise, innovation, ethics and ability to adapt and implement change.

The IHHC promotes, provides and encourages the setting and advancement of standards and guidelines within the areas of Hotel Services.

As a consequence of the services provided by the IHHC, its members are empowered to provide indispensable service and value to their organization.

Membership

For any prospective members Applications forms are available on the National website www.ihhc.org.au and if this is not available to you please direct enquires to the secretary or the committee member who may be closest to your area.

Please make sure you attach all of your contact and academic details to your application and a cheque or credit card details of payment and send to the National Secretariat

CLEMS

**Suite 5, 250 Gore Street
Fitzroy Vic 3065**

Most importantly, please ensure you notify us of your email address. This will assist us to contact you quickly and to more easily send you information.

Magazine Sponsorship

The IHHC is looking for support from suppliers for the magazine. Rates can be negotiated, but as a guide we are offering:

Full Page – \$500
Half Page – \$250
Quarter Page – \$125

Supporters are also welcome to utilise the space for information regarding updates, new equipment etc.

Please contact Ann Usher for details.

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Submitted articles should be supplied on disk typed in a Word document and accompanied by photographs and some biographical details.

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MESSAGE FROM THE NATIONAL PRESIDENT

I would like to express my thanks for the “vote of confidence” from my fellow board members who kindly voted me to the position of President for the coming year. It is very much appreciated and I will do my best to continue the good work commenced by John Patison as National President and Chairperson of the National board.

We certainly face some large challenges in regard to membership, particularly in NSW. Changes to Government policy and the implementation of the Health Support Business Unit had a significant bearing on the membership in NSW. Nationally, the IHHC membership numbers have dropped and ways to

increase membership is being discussed by the national board. Workload and support from management (both time and money) appear to be the two main roadblocks to managers/supervisors becoming members and being active in the IHHC. If you are able to, I would encourage you to ask for membership of the IHHC and attendance at the National conference each year be part of your performance assessment under the professional development area. (It works for me and I hope it works for you as well!!)

Our suppliers/sponsors continue to provide wonderful support to the IHHC. A record was reached at the Adelaide

Conference in September with more than 36 suppliers manning trade booths. As IHHC members, we need to get to know the products these companies sell and support them as much as we are able to, without favour of course.

The National Conference will be in Tasmania next year and we have always experienced a great learning opportunity in Tassie and always enjoy our time there. I would love to meet you there.

John Boland, Chairperson, South Australia State Committee and National Vice President travelled to the HCI Board meeting and Conference in Blackpool, UK following the Adelaide Conference. John presented at the HCI forum on Aged Care in Australia as did other members of HCI international associations. Each time a member of the national board travels, they endeavour to find interesting speakers on innovative subjects for our national seminars and conferences. If you have a topic that you would like covered, please do not hesitate to contact your State Chairperson or myself as we would love to hear from you.

From myself and the National Board members, have a wonderful Christmas and a New Year filled with Love, Joy and Peace. Stay Safe!!

Ann Usher
National President IHHC



Here is just part of an article from one of the Qld members who joined the IHHC in June this year and was given the opportunity to attend the National Conference for the first time.

“The welcome party at Adelaide Zoo was great. What a treat to meet the Pandas!

The speakers on day 2 & 3 were very good, as was the Trade & Exhibition Show. Some speakers were really inspirational & clearly stood out. It was interesting walking around the Exhibition and seeing actual equipment and how it works, rather than just looking at brochures.

The conference is a fantastic opportunity to do networking and meet other people who work in the same industry. It is always good to see how other hospitals/facilities do things.

This was my first Conference and I look forward to attending many more...”

INSTITUTE OF HOSPITALITY IN HEALTHCARE DIRECTOR'S REPORT

A. C. N. 005 887 570

Your Directors present their report for the financial year ended 30 June 2010.

The names of the Directors at any time during or since the end of the year are –

J. Patison

N. Taylor

G. Walker

C. Moss

R. Hardy

J. Boland

A. Usher

Directors have been in office since the start of the financial year, to the date of this report, unless otherwise stated.

Principal Activities:

The principal activities of the economic entity during the financial year were provision of education and training services to the hospitality industry.

No significant change in the nature of these activities occurred during the year.

Operating Results:

The consolidated profit of the economic entity for the financial year after providing for income tax amounted to \$76,200.

A review of the operations of the economic entity during the financial year and the results of those operations are as follows:

Donation and sponsorship income declined approximately 5% reflecting attendance at the national seminars hosted in each state below expectations.

Costs declined approximately 20% reflecting a range of savings for several key expenses. While computer website hosting costs increased, this was a result of management electing to use CLEMS (Conference Links & Event Management Services) for this service. The higher website costs have been more than offset by a reduction in printing costs associated with the electronic delivery of newsletters and other information to members. Furthermore CLEMS has also provided to management details of member renewals and enquiries which has enabled management to more effectively service and monitor the Institute's membership base.

Attendance at the Institute's NSW conference instead of seminar last year was high as the conference benefitted from the Fine Food Expo that was also hosted at Darling Harbour at the same time.

Efforts were made in the year to standardise the format of seminars held by each branch which resulted in lower seminar costs across all branches.

No significant changes in the economic entity's state of affairs occurred during the financial year.

Options:

No options over issued shares or interests in the company or a controlled entity were granted during or since the end of the financial year and there were no options outstanding at the date of this report.



VICTORIAN IHHC CHAIRPERSONS REPORT



Changes to the Victorian Food Act

As many of you may or may not be aware recent changes have been made to the Food Act 1984 here in Victoria. The introduction of a new business classification system, food audits and auditors and a number of other amendments have now been in place many starting in July 2010. More information is available at www.health.vic.gov.au/foodsafety

Cleaning Standard Auditing

Cleaning standard auditing has also recently been adjusted by the department following consultation with the Victorian hospitals/health services. The recently adjusted reporting requirements for the cleaning standards program were also made effective from 1 July 2010. The three external cleaning audits previously specified have been changed to one external audit and two non-external audits. All audits must be conducted by an accredited auditor;

however, non external audits may be conducted by an employee of the health service that is being audited or an accredited external auditor.

More information is available at www.health.vic.gov.au/cleaningstandards/downloads/cleaning-standards-2009.pdf

Victoria's New Meals on Wheels Kitchen

The new Meals on Wheels Regional Kitchen "Community Chef" was officially opened during August and is due to commence production in December. The local government led company which has designed the new meal service will begin distribution during December to seven local councils involved in the project while five will commence the service in February 2011, six in March 2011 and two other in 2012. A total cost of 25 million has been spent on the "super kitchen". The menu is to include six choices a day, including halal and kosher options with a mix of long life and short life cook-chill food.

IHHC Events in Victoria

The Victorian Branch recently held a breakfast meeting at Comcater which included demonstrations on Robot Coupe, Rational Ovens and an update on new products from Nestle. The Institute would like to thank Comcater, for sponsoring the event and Robot coupe and Nestle for their presentations.

The Annual Christmas Network Dinner held recently at the Curve restaurant Vibe Savoy in Melbourne provided the opportunity for members and supporters to catch up and an enjoyable night was had by all.

More information on other events will be posted on the website early in the New Year.

I would like to take this opportunity to wish all members and their families a safe and happy Christmas. See you in the New Year.

Regards,

Russell Hardy
State Chairperson





NSW STATE CHAIRPERSONS REPORT

The NSW Branch of the IHC is continuing to struggle with a somewhat depleted committee despite calls to members that would like to be involved.

Christopher Moss
Chairperson

Nanette Taylor
Vice Chairperson

Sharon Avis
Supporters

Neil Winter
Treasurer

At the 2010 AGM held in Adelaide it was decided that if no interest were forthcoming from members to join the NSW committee by Christmas 2010 then the NSW branch would become a sub branch of Queensland. This will be a great shame as we have had many years of being able to provide activities to NSW members. Ideally we would love to see some new committee members who would like to start taking over the reigns and develop the branch into the future. But to date no further interest has been shown.

As I have reported previously, NSW Health has established a separate entity, "Health Support", to run and operate hospital's or Area Health Services support services.

Health support now operates the following functions for NSW Health and its Area



Health services; Information Technology, Procurement, Linen Services and two Transaction centres (Parramatta and Newcastle) to do the payroll, accounts payable and employee establishment functions for the entire state.

The progression of the Area Health food services departments into NSW Health Support, is now well progressed with the majority of the States Area Health services having transitioned their Food Services and in some cases Food and Hotel Services into Health Support.

I would like to remind you that the Rosemary Pirie Memorial Award is given annually to individuals or organizations in recognition of the contribution they have made toward providing excellence in Healthcare Food Service and Training.

For Rosemary's entire career she encouraged the development of staff and had a personal approach in their career development. Her plans and direction for food services all lead to ensuring that patient care was of paramount importance to the Royal North Shores

Food Services staff.

For all of the years that Rosemary was working since the Institute of Hospital Catering was established, there was not one Sydney seminar that Royal North Shore staff did not attend, and almost without fail Rosemary and her staff contributed to our newsletters.

The Institute is very pleased to be able present this award and encourage you to submit an application. (Details of the application and criteria are in this magazine).

I would like to remind all our members of the FSANZ and the NSW food Authority websites. Both these sites have very useful information and tools that we can use to monitor our department s activities. Such as the FSANZ nutrition panel calculator.

www.foodstandards.gov.au/foodstandards/nutritionpanelcalculator/

Christopher Moss
NSW State Chairperson.

QUEENSLAND STATE CHAIRPERSONS REPORT



The AGM and Annual Dinner “Christmas in July” and the presentation of the IHHC Industry Excellence Awards occurred on the 13th July 10.

The ½-day seminar, held before the AGM and dinner on WH&S Risk Analysis was a success with more than 20 people participating.

At the AGM, 3 State Committee members stood down. Nominations for the 3 positions were received and each of the nominees accepted their nomination. We welcome Jacky Downs to the committee and look forward to working with her.

Therefore, I am pleased to announce our Qld State Committee for 2010–2011 is:

Office Bearers:

Ann Usher

Chairperson & Treasurer

David Terrill

Vice-Chairperson

Laurel Evans

Secretary

Committee Members:

Rosemary Denton

Jay Nair

Louvain Clewer

Michelle Bishop

David Lockhart

Vesna Marsanic

Jacky Downs



The resignation from Victoria Fenton was received and regretfully accepted. Victoria has been a member of the IHHC for more than

30 years and has been an active committee member in Qld.

Victoria moved from Melbourne to Queensland and commenced working at the Wesley Hospital in 1996. A committed Board Member with Hospitality Training Association Inc. Victoria has had a varied career working in a number of Hospitals in Victoria, a Guest Lecturer at Griffiths University and worked for the Hong Kong Hospital Authority, tasked with restructuring 3 Hospitals including the upgrade and introduction of new food service operations management and modern technology.

We wish Victoria a long and happy retirement!



At the annual dinner, we launched our chosen Charity for the 2012 IHHC Conference in Cairns. This charity was very well received and a donation of \$500 for Mummy's Wish was raised from the raffle. Attendees were pleasantly surprised at the wonderful

prizes which were donated by our very generous supplier companies. We will continue to raise money for our charity Mummy's Wish at all functions between now and the conference dinner in September, 2012.

A number of Qld members attended the Adelaide Conference and have returned with good comments regarding the event. I was very disappointed to not be able to attend this year. I did so want to see the Panda's and attend the conference – of course!! So Congratulations & Well Done!! to the Adelaide Conference committee.

The Qld Branch has recently welcomed 5 new members and will continue to encourage anyone we meet to join and be an active member.

On behalf of the Qld State Committee, have a wonderful Christmas and New Year.

Stay Safe!!

Ann Usher

Qld State Chairperson



SOUTH AUSTRALIAN CHAIRMAN'S REPORT



Since my last report it's been a busy time during the winter months preparing and fine tuning the plans for the National Conference. Most of our time and energy was spent on putting the final touches to the Conference and you can read more about the Conference later in this edition of the magazine.

Apart from the Conference planning the Branch committee held it's AGM in the Sebel Playford Hotel on Friday the 9th July 2010. The committee elected for the financial year 2010-2011 was as follows:

John Boland
Chairperson

Wendy Lewis
Vice Chairperson

Stuart Merrylees
Treasurer

Richard Emery
Vice Treasurer

Kathy Manning
Secretary

Val McGee
Vice Secretary

Andy Greer
Editor of the Stockpot

Committee Members

Athalea Scully

Sheree Cook

Trevor Cook

Reg Loots

Andrew Stanley

We farewell Allan Morritt who has moved back to country Victoria to pursue a career in farming and some part-time catering work and we welcome Andrew Stanly from Resthaven as a new member to the committee.

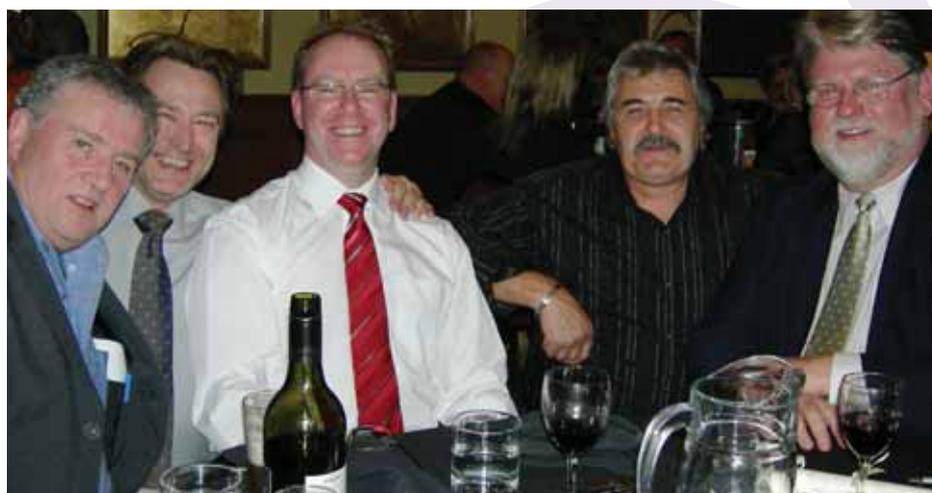
After the AGM we joined guests for pre dinner drinks in the lounge followed by dinner. The evening was very enjoyable, with just a few formalities. The Chairman recognised all of our Supporters by presenting them individually with a 'thank you' letter from the Institute for their support during 2010. It was with pleasure that we were able to acknowledge four new Gold Supporters in 2010, Combined Charities Group, Beerenberg, Clements Health Services and Bunzl.

Industry Breakfast at Kafé Schulze LHI Retirement Services

The middle of winter didn't deter our usual numbers of attendees at Kafé Schulze for our third Industry breakfast for the year, on Thursday 12th August.

Andy Greer hosted our group and provided a first class breakfast, enjoyed by all. We thank Bidvest and PFD for supplying many of the ingredients.

After breakfast we welcomed Megan DeVries LHI Retirement Services General Manager Resident Services, who presented a PowerPoint titled "Accreditation in Residential Aged Care. Megan covered some of the history of aged care in Australia and the introduction of the Aged Care Act, which led to the current Accreditation



process. The Standards and Continuous Improvement processes were topics covered in Megan's presentation.

Megan's presentation was informative and feedback received on the day from members was "that was one of the best presentations of the year".

We enjoyed the usual morning formalities with Charlie, from Majestic Foodservice and Ingrid, from Bidvest Food Services, sharing some information with us about some of their new products.



Membership

It is pleasing to report we continue to receive applications from new members and welcome 6 new SA members. This is a very positive development and we look forward to continuing to promote the future growth of the Institute throughout SA and WA.

SA Safe Work Week

The IHHC continues to be involved with industry advisory groups, such as WorkCover's Hospitality Industry OHS&W

Committee. We were pleased recently to co-present at the recent safe work week in Adelaide, on the associations 'Eat to Live' package, which has a focus on OH&S and safe work practices in the Hospitality Industry. The Committee's work on these industry and government advisory groups keeps the IHHC's profile 'out there' and continues to reinforce the professionalism of our organization.

I would like to conclude this report by once again thanking all of the committee members for a 'job well done' during 2010. It goes without saying that the success of the Institute over recent years is attributable to the hard work of your committee. I would also like to acknowledge that our committee member's organisations without the support of their employers, managers and CEO's, who allow the committee members the opportunity and time to be involved, our events would not be able to take place.

Thank you to the fantastic support seen here in South Australia by our 20 Gold Supporters, to you I offer my sincere thanks for your ongoing support, and we look forward to continuing our professional 'hospitality' relationship well into the future.

Finally, to our members, I hope you have had an enjoyable twelve months and benefited from the educational and social events provided to you by your Institute. We look forward to you continuing to be a member in 2011.

I wish all our members and supporters a very Happy Christmas and a Prosperous New Year

John Boland
CHAIRPERSON - SA Branch

National Conference South Australia Report 2010

We all say it from time to time 'where did the time go?' or 'my holiday was fantastic, I had a great rest, only thing was the weeks just flew by! These expressions come to mind as I reflect back to the Conference in September. I can't help but think 'did it all really happen'. For the majority of the SA Branch committee it was our first Conference which we had been involved in organizing, and what an experience it was!

An experience of a lifetime and full of mixed emotions. Yes there were stresses, lots of good times, some worries, a few laughs and heaps of satisfaction. The Conference planning commenced in 2005, with the booking of the Adelaide Hilton as our venue for 2010. It had been decided that it was time to move back to the city after two previous Conferences' at Glenelg.

At our 2010 Conference we were able to host 5 International speakers from the UK and Denmark amongst a host of speakers from Australia and New Zealand. We received positive feedback from our delegates and are pleased the topics and variety of presentations met the needs and expectations of all who attended.

The Conference commenced on the Wednesday morning with delegates heading in various directions from



Adelaide on our 'Industry Tours'. The feedback we received was that it had been difficult to choose which tour to go on, as all were of interest. We had folks heading off to the Barossa to the Maggie Beer Farm, a group visit to the Beerenberg jam factory followed by an insight into the making of the famous Haighs chocolates; a visit to a major recycling depot and a viewing of the new multipurpose dishwasher in the Royal Adelaide Hospital.

The groups returned quite satisfied and, following lunch, settled down to our afternoon sessions, enjoying our first presentations, from our UK guests Natalie and Robert from the Great Ormond Street Children's Hospital. They were followed by Jacqui Krassie who focused on an update of the latest state-based nutrition standards, as well as the processes that support the implementation of menu standards and guidelines.

Late in the afternoon we enjoyed a 'meet and greet' networking opportunity with our supporters and delegates, in the Victoria Room, before the pandamonium continued with the welcome party hosted at the Adelaide Zoo. The delegates were thrilled and delighted with the antics of Funi and Wang Wang, the two giant pandas. Also during the evening zookeepers mingled amongst us with some exotic animals for us to see and touch.

Day two, Thursday, commenced with a sit down breakfast and a presentation from Dr Chris West, CEO Zoos SA, who gave us a background into the negotiations that resulted in getting the Pandas to Adelaide. After the official opening of the Conference by Ms Isobel Redmond MP, Leader of the



South Australian Opposition, we spent the remainder of the day attending the various presentations. The Trade and Exhibition show was also open and it was a busy day for all.

The day concluded with the Conference Dinner and, once again, all pandamonium was let loose. After the wonderful dinner we were entertained by the fantastic band 'Just Fa Fun' and the dance floor was 'hopping' for the evening. The Conference charity raffle and auction was fun, with one of our supporters bidding for a mystery parcel. For \$200 Simon from SITA opened the mystery package to discover a pair of ladies shoes. The lady who has taken her shoes off on the dance floor earlier in the evening did receive them back later. I also believe that a certain Chairperson from one of the state committees got up on stage to sing, with backing vocals from two of our supporters. Not sure how many 'hits' the video got on 'You Tube'!

Friday, day three, once again found delegates 'back to business', commencing the morning with an enthusiastic presentation from Dorina Hafner, Chef Extraordinaire. Dorina's bubbly personality and passion for food certainly held our attention.



Our International guests from Denmark, Michael, Tina and Camilla, gave a presentation on the food served in their hospital in Herlev.

Dale and Robert then had an opportunity to launch the Conference to be hosted in Hobart, Tasmania, in August 2011.

After an interesting insight into anaphylactic issues, presented by Maria Said, we concluded our programme with David Cummings, who had the room rocking with laughter.

The Trade and Exhibition show was well supported by 36 suppliers from a cross section of our Industry. We were extremely pleased with the response and in addition to the work undertaken

by our committee members, involved in this part of our Conference planning, I must acknowledge that it was the excellent reputation the IHHC has, throughout Australia that made our task of securing trade support a lot easier. A large number of suppliers had made contact with us, wanting to be a part of the Conference. This is a real compliment to the standing the Institute has in our industry. The demands for booths were so great we unfortunately had to turn away 6 suppliers, as we had reached our capacity and were unable to 'fit them in'!

Financially, we met budget and made a small surplus, which will be put to good use nationally in the future as we continue in our endeavor to achieve recognition of our professionalism in Hospitality Services in Health and Aged Care Services.

We were pleased to have achieved an outcome of 115 delegates per day; we understand the financial difficulties some members experienced which made it impossible for them to attend the Conference. We believe one of the reasons was the aftermath of the 2009 financial collapse and the subsequent tightening of employing organisations budgets which resulted in some members been unable to gain financial assistance from their employers for them to attend. We can only encourage members to have discussions with your organisation and stress the value of attending future Conferences.

And so it was all over Conference 2010. It was a fantastic experience and made possible by a tremendous team of people. Thank you to the SA Branch committee for a 'job well done', and to the National Board for your support and guidance. To all our supporters from the Industry, to the various companies we worked with to assist with the planning of the Conference. A special mention and acknowledgement to all of our 'bosses' for their understanding and recognition of the work we do and for the time they allowed us to be involved in the Institute, not only for this Conference but throughout the year.

Finally we thank you, our delegates, for attending the Conference and we look forward to seeing you all again throughout the year and in Hobart, Tasmania in August 2011.

John Boland
Chairman of the SA
and WA Branch of the IHHC

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NSW FOOD AUTHORITY, VULNERABLE PERSONS FOOD SAFETY MEMO

Changes to recommendations for sanitising fresh fruit

The Authority has made changes regarding the information on sanitising fresh fruit and the holding temperature for cook chill foods.

Sanitising whole fruit served to vulnerable persons

While contamination of fruit can potentially occur at any point from growing, through to harvesting, processing (including washing), distribution and consumption, there has been little evidence in Australia of foodborne illness as the result of consumption of whole fresh fruit.

Most fruit is washed at least once during handling and packing operations to improve storage quality and reduce spoilage.

While most fresh fruits are considered low risk, melons and strawberries are notable exceptions, because they grow close to the ground and may become contaminated with soil. Also, their relatively neutral pH increases the risk that any contaminating bacteria may be able to survive and/or grow. Rockmelon skin also tends to be porous, which can allow the penetration of pathogens and agricultural chemicals. Melons are often dipped in a sanitising solution after harvest to minimise the risks.

Recommendation

The Authority recommends that the application of a sanitiser to fresh fruit served whole (such as apples, pears, grapes) is not required. Facilities may choose to use this as an additional safety barrier after washing. All fresh fruit should be inspected, and any dirty, cut, bruised fruit discarded. All fruit must be washed in running potable quality water before serving.

However, for higher risk fruits (eg strawberries and melons) and all fruit that is to be served as fresh cuts, a commercial food grade sanitiser should still be used as a control measure.

Storage temperature for 'cook chill' foods served to vulnerable persons

Cook chill is the term used to describe food preservation systems where there is a significant time interval between the food being cooked and served, during which the food is kept in chilled storage. There are several different types of cook chill operations, which may involve short shelf life (SSL) or extended shelf life (ESL) products, and the products may or may not be reheated just prior to serving.

There are no specific legal requirements relating to cook chill in the Food Standards Code, apart from the requirements in Standards 3.2.2 relating to:

- cooked foods must be cooled from 60°C to 21°C in 2 hours, and from 21°C to 5°C in 4 hours, and
- potentially hazardous food must be stored at a temperature of 5°C or below.

The pathogens of concern for cook chill foods are spore forming bacterial pathogens (*Clostridium botulinum*, *Clostridium perfringens* and *Bacillus cereus*) and pathogens that can grow at refrigeration temperatures (*Listeria monocytogenes*, non-proteolytic *C. botulinum* and *Bacillus weihenstephanensis* — the new species designation for *B. cereus* strains that can grow between 4 and 10°C). *C. botulinum* is the organism of most concern as it is both a spore former — and thus able to survive normal cooking temperatures — and is able to grow and produce toxin at temperatures as low as 4°C. *L. monocytogenes* is able to

grow at temperatures down to 0°C, but is inactivated by normal cooking.

The control measures associated with cook chill foods consist of adequate cooking, rapid cooling, and storage temperature to minimise growth of pathogens in the interval prior to serving. The temperature to be used for storage of cook chill foods will depend on a number of factors, such as:

- the pasteurisation/cook treatment used
- the shelf life of the product (SSL vs ESL)
- factors limiting the growth of pathogens in the product (such as pH and water activity) and
- whether the food is reheated prior to serving.

The implementation of food safety programs by cook chill manufacturers, and appropriate training, are important in minimising the risk of pathogenic microorganisms.

Recommendation

The Authority recommends that short shelf life cook chill foods be stored for no more than five days, at 5°C or less, provided it has been cooked at a minimum of 70°C for 2 minutes (or equivalent). Extended shelf life cook chill may be stored longer than 5 days, but this would need to be validated and done in accordance with manufacturer's specifications.

All other foods and ingredients used to make cook chill foods must be used within their use-by dates, and any instructions included on the label by the manufacturer (eg use within two days of opening) must be followed. Best practice is to store leftover foods at 5°C or below and use within 48 hrs of opening, although preserved foods may have a longer shelf life (eg jams, hard cheeses). If these products are protected from contamination, a shelf life of ten days at 5°C or less can be adopted.

Conditions For Hospitality in Healthcare Rosemary Anne Pirie Award

Criteria for Nomination and Selection for the Rosemary Anne Pirie Award for Excellence in Training and Quality Assurance.

Assessment will be carried out on your written application addressing each of the criteria below, with a possible site visit if required.

Training Excellence

- Commitment to training
 - dedicated trainer (trainer duties is part of the Trainer's position description) with appropriate training qualifications
 - training across a wide range of disciplines relevant to the organisation
 - documented performance development tool to identify training needs
 - documented system ensuring training meets organisation needs
 - documented procedure to assess the effectiveness of the training
 - demonstrated application of the training procedures

Excellence in Quality Assurance

- Set objectives for implementing a quality assurance system and demonstration that these objectives are being met.
- A documented systematic approach to quality assurance. Information provided could include:
 - demonstrated management commitment to the quality assurance,
 - benchmarking of quality systems to meet legislative requirements (where applicable) and recognised industry best practice
 - quality system is driven by customer focus;
 - initial and ongoing consultation with customers, and all other stakeholders to ensure quality systems are practical to apply and meet customer and stakeholder needs (a stakeholder is anyone

involved in the quality system and could include; patients, employees using the systems, supervisors, contractors, suppliers etc);

- integration of quality systems into daily work activities;
 - procedures to monitor and ensure the effective application of quality systems;
 - procedures to correct faults if they occur;
 - systems to review quality systems and identify ongoing improvements;
 - procedures to manage changes in work practices.
- External auditing and/or external systematic review of the quality assurance system.

• Only nominations that address all of the Award criteria will be processed for consideration

• The judging panel will be responsible for assessing and verification of information submitted in nominations

• No correspondence on unsuccessful nominations will be entered into

• Award recipients and the nominator must be currently employed by the facility at the time nominations close as stated on the nomination form

• Nominations close at 1700hrs, Friday 30 July 2011

• The facility employing the nominee is responsible for the payment of costs to attend the dinner and presentation ceremony. The winner in each category will have the cost for attending the dinner refunded by the IHHC to the facility or the nominee as appropriate

• Completed forms are to be sent to:

The Institute of Hospitality in HealthCare Pty Ltd

Hospitality in HealthCare
Rosemary Pirie Award.

P O Box 392

Concord West NSW 2138

For more information please telephone IHHC NSW Chairperson, Christopher Moss. (02) 98456638.

Benefits of Membership:

- Professional Recognition, Networking with Colleagues
- Increased Competency, Information sharing and updates
- Publications, Educational Support, Library
- Reduced rates to State Seminars and National Conferences
- Access to website,
- Automatic membership to Healthcare Caterers International;

Which gives added benefits of:

- Share world-wide resources and advance profession
- Promote worldwide learning, Access the web based library
- Access to global professional marketplace
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Who is eligible for Membership of the Institute?

If you are employed full-time or part-time as a Catering Manager, Food Service Manager, Hotel Services Manager, General Services Manager, Domestic or Cleaning Supervisor, Food or Catering Distribution Manager/Supervisor; or responsible for the reporting to for Hotel Services in the Corporate structure and in general, provide "Hotel Services" to clients within a Health or Aged Care Facility.

Categories of Membership:

Full; Provisional; Associate; Licentiate; Affiliate; Network; Life; Fellow; Honorary

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AGED CARE IN CANADA

This year I had the opportunity as part of the Faye McDonald Scholarship awarded by the Dietitians Associated of Australia to travel to Canada to spend some time looking at the aged care services and systems.

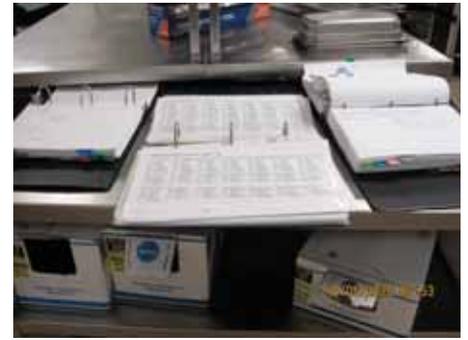
Upon arrival into Toronto the temperature was 7°C and it did not warm up for three weeks, which was my introduction to the Canadian spring. But Toronto was a very nice city and really easy to get around. The main goal of the study trip was to examine the aged care system, the aged care standards and see how dietitians and foodservices functions. I saw quite a few facilities' ranging from multistory complexes, Jewish, Polish specific facilities and variations on production system which involved facilities using catering in house to those which had external catering. Aged care in Canada is quite similar to that of Australia. They have the same issue with the aging population and how to deal the complex needs of residents. Aged care in Canada is called Long Term Care and the one area that sets them apart from Australia was how their Aged Care Standards are structure and implemented. In Australia we have a set of national standards; however, in Canada each province has a different set of aged care standards. Ontario has the standards which are the most prescriptive, based on inputs and are very strictly managed by the Ministry of Health.

I found the aged care setting in Toronto to be resident focus and there were the

usual care and foodservices issues, not enough resources and trying to ensure that all the standards were met. The facilities were mostly multi-story and used a dual serving kitchens to deliver the meals to two dining areas at a time. Meals were the focal part of the day and dining rooms where set up to cater for the vast type of different residents from high to low care.

Food service was all about having a piece of paper for everything. Just like in Australia meeting the standards generated a large paper trail. The standards set our very strict guidelines which must be followed. I was amazed at the amount of paper work which had to be available to run foodservices. Each day every single recipe had to be available even down to making the porridge. If you had a 28 days cycle menu you had to have 28 days of recipes and that means 28 recipes of porridge one for each day. No exceptions. All the production runs had to be able to be reviewed at any time and every single diet and texture had to also be represented with a recipe for each meal provided. Each service had folders upon folders of documentations and used computer systems to help manage the amount of documentation which was required.

The Long Term Facilities I visited seem to buy in their vitamised foods ready made. Special companies had a range of products made up in single proportion sizes or bulk amounts which were ready to be re-heated. Over all each day according to the standards two choices of all meals had to be offered including the vitamised. That meant that there was two main and two main vitamised, two desserts and two desserts vitamised and these meals had to be covered in cling wrap and shown to the residents where they would make their choice for the day. Providing residents with choice at meal time was the standard practice and there were very interesting rules surrounding



the dining room. For example, residents had to be seated at a table, only one course could be put down in front of the residents at a time and no medications were allowed to be served in the dining room. Everyone had to be seated to feed and often the tables were set with residents which required some assistance to full assistance. The dinning rooms varied in size for large to small and staffing levels increased to ensure that all residents were feed in a timely manner. There were no distributions and residents had to spent a minimum of 45 minutes in the dining room.

The food combinations were really interesting. For example crackers were served with soups, cookies were offered as a dessert with ice cream. The strangest item was Jello mixed in with cheese and vegetables. As for how dietitians interface in Long Term Care, The standards allowed for 30 minutes dietetic time per month per resident. This meant that dietitian's time was devoted towards residents at most risk of malnutrition and a wide variety of supplements were used to help with delivery additional nutrition support. This is very different from Australia where our standards there are no recommendation for how long a dietitian spends in an aged care facility. So dietitians are very active in Ontario Long Term Care. Finally the food safety in Ontario is just as strict as Australian again lots of paper work.

My time away was certainly an experience and so valuable to understanding how other systems work. Where ever you go you always learn more and see ideas which can be used in your own work place. The hosting dietitians and facilities were very generous with their time and I thank the Dietitians Association of Australia for opportunity to travel overseas with the Faye McDonald scholarship.

Karen Abbey APD
Dietitian/Manager Resident Support
Services, Nambucca Valley Care

IN LOVING MEMORY GLORIA BURDEN

16th September 1936 - 11th September 2010

Gloria worked in the HealthCare & Hospitality industry for more than 40 years and was employed at Belmont Private Hospital in Brisbane when she retired. The Institute of Hospitality in HealthCare Ltd (IHHC) played a large role in Gloria's working life.

Gloria was a founding member of the Queensland branch of the IHHC and when the branch was in danger of being disbanded as no one wanted to accept the responsibility of Chairperson, Gloria accepted the challenge and became Queensland state chairperson in July 1996 and held this position until 2003. This also meant that Gloria became a National Board member representing Queensland. Gloria was honoured with Life Membership of the Institute at the Qld conference in 2003.

Gloria showed her caring nature to all around her. Gloria's friendly nature combined with her excellent leadership skills saw the committee and Qld membership numbers grow substantially. With Gloria as Chairperson, the Qld

committee held three very successful National conferences in Queensland. These Qld Conferences have been considered leaders in finding ways of being different.

The 2003 Brisbane Conference was promoted by "Kevin the Koala". A small Brisbane Marketing "Koala" was given to all delegates as a memento of the conference and a life sized "Kevin the Koala" made an appearance at the conference dinner. Gloria's wonderful sense of humour will always be remembered by a photo of her in the conference uniform with the Koala suit boots on.

A very loving, caring person, she will be very much missed by the many members of the IHHC throughout Australia who come to know and love Gloria.



This is Gloria in Kevin's boots



This is "Kevin the Koala"

IHHC NATIONAL CONFERENCE 2011

“Shedding New Light on Hospitality in Healthcare”

*The Victorian/
Tasmanian Branch of the
IHHC is hosting the 2011
National Conference in
Hobart on 30 August –
2 September 2011 at the
Hotel Grand Chancellor,
Hobart, Tasmania.*

2011 is shaping up as a challenging year for Hotel Services in the Health Care Industry. The conference will provide delegates with the opportunity to learn and exchange ideas that will address the challenging times ahead for our industry. The program will be designed to draw from the expertise of a variety of global speakers and supporters who have the experience that will help us through these challenging times. Delegates will be able to follow their area of interest in Environmental, Nutritional, Aged Care and Hospitals, HR and the Workforce or Quality and or Food Safety.

Conference Aim

- To provide a platform to showcase innovation in hospitality and support services in Health Care
- To share information about practical innovations in the areas of non clinical operations within Health Care with demonstrated outcomes.
- To provide a forum for networking

IHHC Audience

- IHHC Members
- HCI Members
- Directors of Hotel/Support Services
- Retail Outlet Managers
- Food Service Managers/Supervisors
- Dieticians
- Cleaning Managers/Supervisors
- Laundry Managers/Supervisors
- Meals on Wheels Coordinators
- Ward Services Managers
- Chefs/Cooks/Support Staff
- Environmental Services Managers
- Professionals from all sectors of the HealthCare Industry
- Product and Service Providers to the Industry



Online registration will be opening end of January 2011. All updates will be posted on the IHHC website www.ihhc.org.au alternatively please feel free to contact the IHHC National Secretariat on ihhc@clems.com.au or 03 9416 3833.

The IHHC would like to thank the 2010 conference supporters



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