# Mealtimes: Making the Greatest Impact in 60 Minutes
### Thursday, April 27, 2017 ● 2–3 p.m. MT, 1–2 p.m. PT

## Webinar Description

This session explores competencies necessary for staff to create an optimum dining experience and addresses the advantages of learning new skills to improve communication between all stakeholders. It challenges participants to value change and recognize their significance as leaders. Through examples, solutions will be shared participants can implement to promote their role in contributing to residents' quality of life and the organization's success.

## Webinar Objectives

Participants will be able to:

- Identify concrete leadership initiatives and staff competencies required to raise service quality standards
- Discuss three hospitality secrets to attract more residents, retain good staff and drive positive results
- Implement five low-cost changes immediately to raise service quality and improve the dining experience

## Target Audience

The webinar is directed to long-term care administrators, directors of nursing, nutrition and food services.

## Speaker

Cindy Heilman, MS, NDTR, FAND, has over 30 years' experience enhancing hospitality and food service quality. She is CEO of Higher Standards, a dietetic technician registered with the Academy of Nutrition and Dietetics and creator of Kind Dining® Training, the unique program that improves staff service in senior living communities. She speaks, trains and consults on mealtime hospitality and raising service standards.

## To Participate *(Please join the event 15 minutes prior to the start time.)*

1. Click or copy and paste this URL to your web browser: https://qualitynet.webex.com
   This should bring you to the QualityNet e-University webpage
2. Locate the event by date, then click "Join" (located to the right of the event title)
3. Enter your name and email address as prompted
4. Enter the password: **hospitality**
5. The automatic system set-up should start at this point. If a dialogue box appears, click "Run."
   Please note, the automatic system set-up does take a few minutes to complete.
6. Dial in to the teleconference:
   - Teleconference Number: 1-888-896-0862          Access Code: 44321606

*If you have questions or problems accessing the meeting, please call the Ventech WebEx Helpline at 1-571-598-1988.*

## Questions?

Contact Lisa Barton at LBarton@healthinsight.org or 503-382-3912

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