



ANFP™ | WYOMING

Association of Nutrition & Foodservice Professionals

WY

Newsletter

JANUARY / FEBRUARY 2024

Chapter Leaders

Updates and articles from the Wyoming Board members

Notable Dates

Save the dates conference info, member birthdays and milestones

Resources

Helpful links to relevant resources available to members.

President Update

Felicia Smith, CDM CFPP MHA

Douglas, Wyoming / Director of Hospitality MHCC

Greeting Wyoming ANFP Family,

I hope everyone had a wonderful holiday season. I know for some of you, it meant working extra hours due to special events and then your family get together. That is what makes a CDM so amazing. We serve with heart often putting our residents and patients before ourselves. While this is a great attribute, don't forget to take time for yourself and enjoy your family or even just indulge in self-care.

2024 looks to be a promising year with a lot of exciting things happening. First, we are working on the plans for our spring conference, please take the time to complete the Survey Monkey that is attached to this email. It will help us as we move forward with the planning of our conferences as we want to ensure we are meeting your needs and expectations. Second, please let us know what we can do to help you obtain support from your administration. I know sometimes our leadership doesn't know the requirements that we have to maintain to keep our credentials and we want to help you with that hurdle.

Third, we are planning our Annual Day at the Capital on February 19th. It is a budget year which means we won't have a lot of opportunities to sit in on committee meetings, but that is the date of the second reading of the proposed budget and is always very interesting. Lastly, don't forget to submit a nomination for CDM of the Year. We will celebrate the winner at our spring conference. The winner receives not only much deserved recognition, but a beautiful plaque and free registration to the spring conference.

As always, I thank each and every one of you for your dedication and compassion. It takes a lot of heart to do what you do every day, and it means the world to those that you serve. May you have a wonderful January and I look forward to seeing you in February at the Day at the Capital.

Respectfully,

Felicia Smith, CDM CFPP MHA

Treasurer Update

Robin Hilbird-Bardgett, CDM CFPP

Douglas, Wyoming / Supervisor Arbor Cafe

Hope each and every one of you were able to spend Christmas with your loved ones and ring in the new year safely! Spending your time with your loved ones and where you are needed help with positivity! I know I can put a smile on some of our patient's faces and I thoroughly enjoy it, it makes the work fun and satisfying. I enjoyed my family and my work family as much as I could.

Our facility, Memorial Hospital of Converse County teams up with the Mesa family and the Douglas Volunteer Fire Department to put on a free community Christmas dinner with delivery for those requesting it. We served over 400 meals between those that could join us here at the café and those that were delivered! I am sure you all brought delight to your patients, residents, staff and loved ones!



I am thankful for each and every one of you! Be safe in all that you do. "THANK YOU" for everything you do – you are making a difference in peoples' lives on a daily basis! Every action and thought makes a difference and brings about change!

The checking account balance is: \$2602.75
The saving account balance is: \$1622.03

Thanks, Robin Hilbird-Bardgett WYANFP
Treasurer

Communications Leader Update

Toni Skaggs, CDM CFPP

Douglas, Wyoming / Owner of Mocha Molly's

New Year. It's a good time to get back to the basics, look at your situation and evaluate where you are, where you would like to be, and how to best get there. How's your work life? Great team that always does their job 100% and helps each other? Follows all the rules and recipes? Nice to customers, patients, and residents? Doesn't that all sound perfect? I can tell you that it is something you should always be working towards but it's hard work to get there, and it takes relentless dedication to keep it there. If the last few years have taught me anything it's that "the only constant in life is change". I will spend my next few articles on the idea of building this "perfect team". I will use the Hierarchy of Work Group Needs to illustrate this idea. I enjoy teaching people about leadership, process improvement, and building better teams.

To begin this journey, you need the vary basics to run your operation. You need proper working equipment, adequate supplies, and enough staff. We all know that is easier said than done. Equipment breaks, supplies are short, and good help is hard to find.

HIERARCHY OF WORK GROUP NEEDS



Equipment

When equipment is the issue it has either become unreliable, or breaks completely. If you have the option (and budget) to correct that issue with a new piece of equipment, that is the best option. We are fortunate to have a maintenance team on staff that will show up right away in any emergency. But, we also have a few things in the kitchen that have constant issues and get a "band-aid" every few months to help them limp along. When employees don't have the equipment to do their jobs it makes everything else hard to achieve. If new equipment isn't an option, try to find work-a-rounds. Write a menu that uses the oven less if the oven is your "is today the day it's going to go" piece of

equipment. Make sure your employees know it is ok to get creative in an emergency. If the stove goes down and you need to make soup maybe have a plan to grill the meat and veggies on the flat top and heat broth in the steamer. In a pinch it'll do. We have extra disposable dishes set aside. We keep a stock of bamboo plates that we usually use for caterers. If the dishwasher goes down and it's right before a meal period we serve all our staff and retail customers on those plates until the dishwasher is working or we have another plan. It's hard on a team when they don't have the proper working equipment to do their job. Be there with them and help them solve the issues in any way you can.

Supplies

When supplies are the issue, make it known that we are all in this together. Sometimes something is just missed on the order. Sometimes it is shorted by the supplier. In both those cases just know, and make sure your team knows, that people make mistakes. If it is a mistake that is repeated often then it is an issue that needs dealt with. If it's a product that is being discontinued, work on finding a suitable replacement and make sure people know what is going on. Right now we are having an issue with foam products and trying to find replacements for some of those. We can no longer get our 16oz foam cups and we have gone to 12oz foam cups. Customers are upset and they think we are being cheap because we charge \$1 for the cups. They can drink all the soda they want for free, and they can even bring their own cup if they want. But, our staff has to deal with some rude people because they are upset we are ripping them off by cutting our cup size by 4oz. We are also having an issue with the 4oz Ocean Spray juices. They are available to order, and they are showing up, but there is something wrong with them. We are all in this together. When these issues happen it effects our staff and then they have a bad day and they vent to each other. Misery loves company and if they can't find it they will create it. Do your best to not let supplies be an issue. Often having the correct information will help everyone understand what is going on.

Staff

That brings us to staff. Hire the right people. This is tough because it's hard to get any applications right now, for us anyways. If you get someone in but you know they aren't going to last, that will create more problems for you in the long run. It's hard to see that when you are in a bad staffing spot, but resist the urge to hire a body; wait for the right person. Once you get the right person **TRAIN THEM TO DEATH!** Put them with your best person or train them yourself. Have them watch how it's done while explaining it to them. Then have them do it while you are there to watch. Work with them while slowly letting them do it themselves with your supervision. I can't stress this enough. If you train well in the beginning there are less issues in the end. The training period is your time to see how they work, make them comfortable around their new team, and make sure they have the opportunity to work through a few different situations. If you hire an aide and train them on a shift where there are 4 patients and they are all regular diets, that does nothing to prepare them for the 20 patient day with 2-grams, consistent carbs, renal, thickened liquids and

pureed. Make sure they have gone through some of the tougher shifts with a trainer. They will be better and more comfortable in those situations.

That's the first step on the ladder to building an excellent team that gives excellent service. I will go over a few more staffing points in the next article. Until then remember, crisis doesn't feel good, but when all is said and done it brings a team closer together. Think of one of your toughest days recently. Trucks late, staff call in, extra unexpected meals, oven goes down, etc. How did the end of the shift feel? When you realize that's when everyone pulls together and pitches in and you are grateful for the team you do have... Make sure to point that out to your team. Make a big deal out of it so they know they are valued. So they know that you are all in it together.

Important Dates

Save the date for future meetings, education, and cause for celebration

Wyoming

Spring 2024 – TBD

Fall 2024 – TBD

National

Spring Regional – April, 18th – Cleveland, OH

ACE – June 10th – Reno, NV

February 5th-9th Pride in Foodservice Week

February 19th, WY ANFP DATC





Celebrate our Members

January / February Birthdays

Toni Skaggs

Tomi Riegert

Krista Poole

Jennifer Refior

Kathryn Poprycz

Janine Martinelli

Jessica Holcomb

Kenyne Humphrey

Tara Skiba

Lana Sanchez

January / February Member Milestones

Congratulations Kenyne Humphrey on 1 year as a member of WY ANFP

Congratulations Carol Rice CDM CFPP on 25 years as a CDM CFPP