

Stars that **S.H.I.N.E.**



Dear Team Members:

I want to send a series of message to the field over the next few weeks, that will recognize all of the great work that is being accomplished in the field and the tremendous levels of service being provided during this time in our country and in our operations.

Even with the challenges we're facing during the COVID-19 pandemic, our team has stepped up incredibly to take care of residents, customers, and the people we serve.

I'm so thankful and grateful for the fine examples in the field with a great demonstration of "all hands on deck" as our team adapts to the daily changes in our operations without compromising their attention to detail. I'd like to share some of the inspiring stories that are shining through this difficult time.

In a business like ours, we are fortunate enough to create meaningful relationships with the people we serve, with the chance to make a difference in our customers' lives. We are even more grateful when our customers take the time to share their experiences with us.

The Arlington, Naples, FL:

The team has remained highly engaged as they moved to all to-go style meals. Ross Dickman, Vice President of Operations at Moorings Park Inc. sent me this note,

*"As we wind down a very challenging week, I want to extend my personal gratitude to the entire dining team. Simply stated, I could not have hoped for a more dedicated and hard-working group of professionals than the dining team. You made magic occur in the kitchen and home delivery was equally impressive. Watching you roll up your sleeves and coach the youngsters through each step was impressive; and I am not impressed easily. Richard, we may experience a lengthy stretch with this virus but I know we've got the right leader in place. BTW, **residents love the food!**"*



Presbyterian Homes Moorings, Arlington, IL:

The team is ensuring residents still receive Diamond Service during this stressful time. Mindful of their limited paper supplies, they are serving room trays with full china while maintaining plating standards. One resident wrote,

"I think the work done by our food service staff in serving three meals a day by carry-out and delivery has been admirable. I am sure there have been problems but from my personal perspective, the results exceeded my expectations. Meals have arrived on time and the orders were filled accurately. The food was tasty and well prepared. I don't know how you served your meals, but we transferred food to our own dishes, warming where necessary, and enjoyed a great dining experience."



RiverMead, Peterborough, NH:

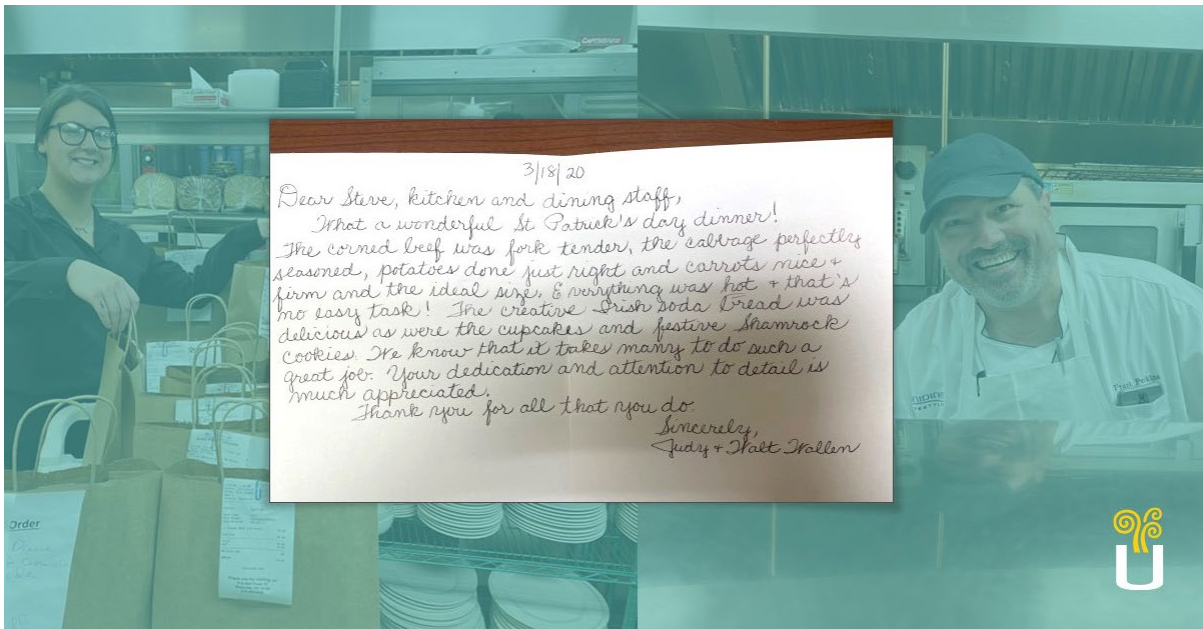
Here's a great example of innovative meal delivery and preparation for residents.





Shaker Pointe, Albany, NY Area:

After a Saint Patrick's Day Dinner at Shaker Pointe, Walt and Judy told us how much they appreciated the celebration.



Fairhaven, Sykesville, MD:

Teammates working to prepare pick-up, to-go, and delivery items.



Instrumentation Labs, Bedford, MA:

The Unidine staff, led by David Gorberg is working additional hours to support extra shifts.



I'm so proud to see our team come together as they live by **The Unidine Way**. Together, I am certain that we will push through this shift, stronger on the other side.

Regards,

Richard B. Schenkel

Fresh. Authentic. From Scratch. That's the Unidine Way.

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