

SERVING EXCELLENCE

# From Scratch

  
Dave Cooper  
Chef de Cuisine



  
unidine®  
L I F E S T Y L E S

# about us

**Dedicated to enhancing the lives of residents through exceptional food and passionate service since 2001.**

It all started with our founder, president and CEO, Richard B. Schenkel. From his years of experience in dining and hospitality, Richard understood the importance of creating exceptional customer experiences. He wanted to fill a critical need for customized services, centered on fresh-from-scratch cooking and service excellence. Unidine is the realization of that pioneering vision.

Since our founding, Unidine has experienced consistent year-over-year growth, establishing us as one of the fastest-growing dining management companies in the United States. We proudly serve prestigious senior living communities, hospitals, behavioral health facilities and corporations across the country.

From our menus full of scratch-made dishes to our exceptional customer service, Unidine provides dining management solutions for **one-of-a-kind clients**. At our core, we're solution builders and it all starts with learning about your community's unique needs.

Flexibility, broad perspective, and deep expertise – it all contributes to creating an individualized dining experience suited to the demographics and culture of your specific community. It's a level of attention, responsiveness and distinctive service that you can expect from us. It's a dedication to **enhancing the lives of customers through exceptional food and hospitality**.

Crafting invigorating dining moments for discerning clients and their clientele







Some great ideas are  
to use your phone  
to take photos of your  
work and share them  
with your friends  
and family.

Attend to each order  
with a smile.





## Our Difference

- > **Our culture:** Unidine is a founder-led and close-knit company with a passion for fresh-from-scratch food, service excellence and team member development.
- > **Our approach:** We design custom solutions to meet your unique needs, support your brand and make the most of your investment in dining.
- > **Our Fresh Food Pledge:** We pride ourselves on our companywide commitment to scratch-made, locally and responsibly sourced, and healthful food.



## Fulfill Residents' Needs

We create inviting dining experiences where residents, families, staff and guests can refresh and recharge. Our vision for dining encompasses:

- > **Menu Options:** Deinstitutionalized, retail-oriented meals, including our expanded variety of cook-to-order healthy choices.
- > **Sustainability:** Local, seasonal produce and products drive our menus. At many of our locations, we establish and maintain on-site vegetable and herb gardens.
- > **Health and Wellness:** Strong collaboration and communication between dietitians and culinarians promotes a culture of nutrition, health and wellness. Healthy choices are available in abundance throughout our menus and are indicated clearly through our retail signage.
- > **Community:** We promote and execute farmers markets, senior supper programs, culinary education classes and chef demonstrations.
- > **Service Excellence:** Hot and fresh meals promptly served in a variety of settings, including formal dining rooms, casual bistros, take-out markets and in room service-style.
- > **Visible and Responsive Leadership:** Our supervisors understand the pulse of busy retail operations and ensure our offerings consistently meet guest expectations, especially during peak times.
- > Higher rates of satisfaction
- > Resident care and recovery
- > Improved overall customer and client experience
- > Healthier dining choices at your community















# *elevating the resident experience*


An exceptional dining program isn't a nice-to-have, it's a must-have. And it's not just other communities that you're competing with – it's your local restaurants, bars and cafes too.

Prospective, discerning residents expect experiences and options unlike the conventional dining rooms of the past. It's about creating customizable and memorable dining experiences that excite your residents and support your community's brand.

Unlike conventional restaurants, where the menu determines the patrons, we design our menus around the tastes of your residents. Our flexible serving station themes and menus will rival other popular area restaurants to make the cafe one of your residents' favorite spots, complete with retail-style signage.





A top-down view of a white ceramic bowl filled with a fresh salad. The salad includes sliced radishes, cherry tomatoes, bread croutons, fresh basil leaves, and a slice of lemon. The bowl is set on a grey surface with water droplets. A semi-transparent orange text box is overlaid on the top left of the bowl.

ALL TEAM MEMBERS SIGN THE FRESH FOOD PLEDGE AS PART OF OUR COMMITMENT TO OUR CLIENTS AND GUESTS. OUR PLEDGE IS THE UNIDINE STANDARD. MODIFICATIONS REQUESTED BY OUR CLIENT PARTNERS ARE REVIEWED ON A CASE-BY-CASE BASIS.







# F

From scratch

# R

Responsibly sourced

# E


Environmentally conscious

# S

Seasonal and local

# H

Healthful offerings



## From scratch

- > Entrees, soups, gravies, salad dressings, potato dishes and baked goods are prepared in-house using fresh ingredients
- > Fresh herbs, spices and seasonings enhance flavors and reduce salt and sugar
- > Deli meats such as beef, turkey and chicken are roasted and prepared in-house
- > Always fresh burgers and freshly prepared mashed potatoes
- > Homemade whipped toppings
- > Always fresh produce (except corn when not in season, peas, pearl onions and lima beans)

## Responsibly sourced

- > We use only USDA-inspected beef, lamb, pork, veal, turkey, chicken or poultry
- > Dairy products are from rBST growth hormone-free cows
- > Our meats are free from growth hormones and antibiotics and do not contain fillers
- > Always cage-free eggs
- > We use only sustainable seafood approved by Monterey Bay Aquarium Seafood Watch®

## Environmentally conscious

- > We are committed to operating procedures that reduce the use of paper and disposable products
- > We support our clients' recycling and composting programs
- > We plant and maintain on-site gardens for fresh vegetables and herbs wherever feasible

## Seasonal and local

- > Menus emphasize locally and regionally sourced products and ingredients
- > Where available we use locally sourced, sustainable seafood
- > Menus reflect seasonal fruits, vegetables and other ingredients

## Healthful offerings

- > Healthful and vegetarian options are abundant throughout our menus
- > We use only trans fat-free cooking oils and fats in our kitchens
- > We offer fruit/vegetable-infused, sugar-free and reduced calorie beverage options
- > We provide nutritional data for menu offerings
- > No artificial colors or flavors





# Sustainability

Our sustainability practices are driven by our conscious efforts to improve food systems for better health and nutrition, and promote environmental stewardship while never compromising on flavor. From how we source our food to the way we operate, we are actively aware of the impact we have on the broader community. With our fresh-from-scratch culinary programs, we strive to benefit the community and environment, and support our clients' sustainability initiatives.



## Waste Not

Through our waste awareness program, Waste Not, we track, measure and minimize waste in four key categories:

- Production waste
- Overproduction
- Unused/out-of-date inventory
- Open category

From sourcing to production to disposal, Unidine implements process improvements and initiatives that minimize waste and reduce our environmental footprint.

## Root-to-Stem

Our culinary teams utilize every aspect of the product, repurposing bones and trimmings to create flavorful stocks, soups, sauces and salad dressings.

## On-site Gardens

Wherever possible, we plant and maintain on-site vegetable and herb gardens, and incorporate the harvested items into our recipes.











13%

Local produce in support of the American Family Farms

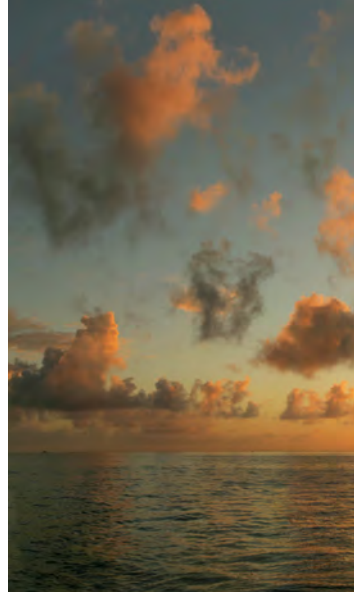
46,127,895 million



96%

Yogurt free of artificial growth hormones

24,646,076 lbs.



86%

Turkey produced without the routine use of human antibiotics


22,478,983 lbs.



91%

Seafood from sustainability sources (SWF Criteria)


13,045,045 lbs.




**93%**  
Fluid milk free of artificial growth hormones  
25,632,656 gallons




**47%**  
Eco/Fair Trade Certified Coffee  
5,938,616 lbs.

**83%**  
Chicken produced without the routine use of human antibiotics  
95,035,679 lbs.

**89%**  
Certified Humane cage-free (liquid) eggs  
79,519,774 eggs




**67%**  
Certified Humane cage-free (shell) eggs  
39,137,649 eggs







# dining and marketing events



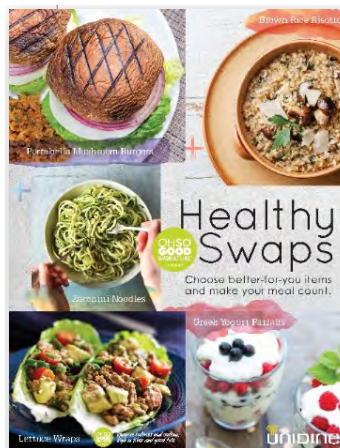
A full suite of customizable monthly promotions are provided annually to your dining management team to drive program participation, build anticipation around mealtime and educate guests on the benefits of a healthy diet.



## Celebrity Chefs

Marketing campaigns will build excitement to support our Celebrity Chef Series. As we introduce the chefs, we will highlight their careers, provide recipes, and when appropriate, book signings and meet-and-greets.

Our culinary and creative development teams have worked together to build the most innovative and exciting culinary platform. Designed to maximize customer engagement and deliver culinary variety, we have collaborated with some of the most exciting celebrity chefs in the country to lend their expertise and personal flare to enhance our offerings.



## Culinary Exploration

Culinary Exploration is a platform for our guests to explore food, culinary and nutrition literacy that will positively impact food choices and experiences.





## Limited-Time Offerings

Inspired by our Fresh Food Pledge, our limited-time offers celebrate seasonal foods and highlight diverse flavors and on-trend menu items. From Korean barbecue to Mediterranean flatbreads, these featured items are designed to add excitement to your team member's dining experience.

## Fresh Flex Pop-Up Restaurants

Fresh Flex is a series of retail concepts that features popular retail cuisines and culinary ideas across the globe. Fresh Flex is inspired by the infectious trend of pop-up restaurants that give diners a chance to try something new, weekly or monthly – helping combat menu fatigue.

## Engaging Events

Our seasonal calendar of events and holiday promotions encourages opportunities to celebrate themed foods. Incorporating a seasonal flair into your organization, this program features specialized food stations, displays, chef demonstrations and activities for your guests.



# retail programs

## OHSOGOOD®

Daily productivity is best fueled by food that is both great-tasting and rich in nutrients. That's where our OHSOGOOD program comes in.

OHSOGOOD, our proprietary brand for healthy dining, includes kitchen-tested recipes made with fresh, wholesome ingredients. Earning the distinction of OHSOGOOD requires fulfilling strict nutritional guidelines that help maintain the quality and culinary integrity of the program.

OHSOGOOD menu items' nutritional content includes:

- High in fiber, vitamins and minerals from whole, unprocessed sources.
- Only lean animal, seafood or vegetarian protein.
- A minimum of one serving of vegetables and/or fruit.
- Health-promoting, unsaturated fat sources only.
- Herbs and spices for seasoning versus salt and other high-sodium seasonings to decrease overall sodium content.
- Health-promoting culinary techniques only – frying is not permitted.

## Hydrate for Health<sup>SM</sup>

Hydrate for Health is a program featuring visually appealing displays of water infused with fresh fruit, vegetables or herbs.

Positioned strategically throughout, your residents and employees can easily enjoy a tasty, refreshing alternative to sugary sodas and juices. We currently offer over 50 exciting infusion recipes.

## Fresh & Good<sup>SM</sup>

Sometimes your residents and guests need an easy grab-and-go meal option. With Fresh & Good, guests get just that, without any compromise on food quality. All Fresh & Good items are packaged fresh and contain no chemicals or additives. They are produced using the same ingredients, production processes and chef teams that create our full-service dining options. We're not talking just sandwiches and salads either – you can even grab one of our full-service menu options for a complete meal on the go.

## Fresh BRU<sup>®</sup>

Whether you're starting your day or keeping it going, our coffee program, Fresh BRU, is designed to create a high-quality, reliable cup of coffee that is guaranteed to satisfy even the most demanding coffee connoisseur.

Refreshed every hour and placed in easily accessible locations, Fresh BRU features a full complement of flavored syrups for added variety. Fresh BRU also features an expansive selection of caffeinated and decaffeinated teas.

**OHSO  
GOOD**<sup>TM</sup>  
BY UNIDINE<sup>®</sup>





# clinical programs

For residents with healthcare needs that require management, we leverage a variety of specialized programs, designed to support their clinical care and utilize fresh, quality ingredients.

## Memory Fare®

### A holistic approach

Memory Fare was designed to address all related consequences of memory impairment, specifically related to dementia and Alzheimer's. The program is based on Unidine's Fresh Food Pledge, commitment to a food-first approach, and high regard for the dining experience and care of individuals.

### Backed by research

Unidine collaborated with experts to understand the impact of nutrition on brain health. The Memory Fare menu was developed using the evidence-based research of Dr. Nancy Emerson Lombardo, owner of the Brain Health and Wellness

### Institute.

Built to be flexible, Memory Fare programs are custom tailored to your community. Our implementation team builds based on specific criteria set forth by our Nutrition and Wellness, and Culinary research teams. You have the flexibility to choose some or all of the components to build a program that's as unique as the residents it serves.

### Dining

A dignified dining experience begins with the food. Our registered dietitians have conducted extensive research into brain-healthy diets for residents with cognitive decline. The Memory Fare menu is a "memory - supportive" menu that is brain and heart healthy. From both modified diets to mobile-friendly foods, each menu is tailored to resident preferences to promote increased intake and reduce weight loss.

### Service

Memory Fare programs offer residents experiencing cognitive decline increased choice and flexibility through dining frameworks and varying service models. Our innovative smallwares eliminate the need for plate guards, and our choice in clothing protectors enables a dignified dining experience for all residents. We enhance the resident experience by using varying aromas and warm hand towels before each meal time.

### Education

Memory Fare programs are built around team member and resident engagement. Memory Fare provides residents with an activity that improves enjoyment in their day. Our focus on soft skills and empathy ensures residents feel respected, understood, and appreciated. Our training facilitates communication between the families and team members, and goes beyond the dining room to include team members from other departments and at all levels in the organization.

## Puree with Purpose®

Research shows that an estimated 22% of adults over 50 have difficulty chewing and swallowing food and beverages. Puree with Purpose empowers guests with dysphagia to enjoy meals with the same great flavors, aromas, and appearance as their peers.

With hands-on training and detailed manuals, your dining team is well-equipped to prepare handcrafted pureed foods. All of our facilities undergo Puree with Purpose training, covering everything from the signs, symptoms and treatment of dysphagia to the proper tools, techniques and recipes needed to create both appealing and delicious pureed foods.



### Fresh Benefits<sup>SM</sup>

Our culinary and clinical nutrition teams developed an array of recipes consisting of super smoothies, enriched snacks and fortified foods prepared with fresh ingredients to replace commercial supplements.

Fresh Benefits delivers high-quality, nutrition-packed foods that promote physical health and mental well-being, while positively impacting unplanned weight loss.

As Fresh Benefits uses regularly prepared meals that follow our Fresh Food Pledge, dining services can easily and expertly manage the program, freeing valuable nursing resources to focus on your residents' needs.

### Fresh Bites<sup>SM</sup>

Fresh Bites is a multipronged approach supporting the nutritional needs of residents with Alzheimer's and other dementias.



Fresh Bites are finger foods that help individuals maintain dignity and independence. While successfully implemented in a healthcare setting, this culinary technique and presentation is ideal to also use as small bite dishes during special event catering or as in between meal snacks.

While dementia affects all aspects of life, the inability to eat independently is often a catalyst for disease progression. Weight loss occurs due to:

- > Disinterest in eating
- > Decreased ability to self-feed
- > Increased distraction and wandering

Our goal is to stabilize weight to reduce rapid progression of the disease, provide foods that can improve cognitive function, and improve the quality of life for the memory care patients we serve.







elo







# *our people and service*

## Culture of Hospitality

We exceed expectations on a daily basis, and that takes more than just creating memorable plates of food. It's our unparalleled service excellence and hospitality that sets us apart. We recruit and develop top talent in the foodservice and management industry. From our frontline dining operations to our management teams, every member of our organization is dedicated to providing the highest level of service possible. You are never more than a phone call away from one of the most accessible leadership teams in the industry, including our CEO.

## Service that Goes Above and Beyond.

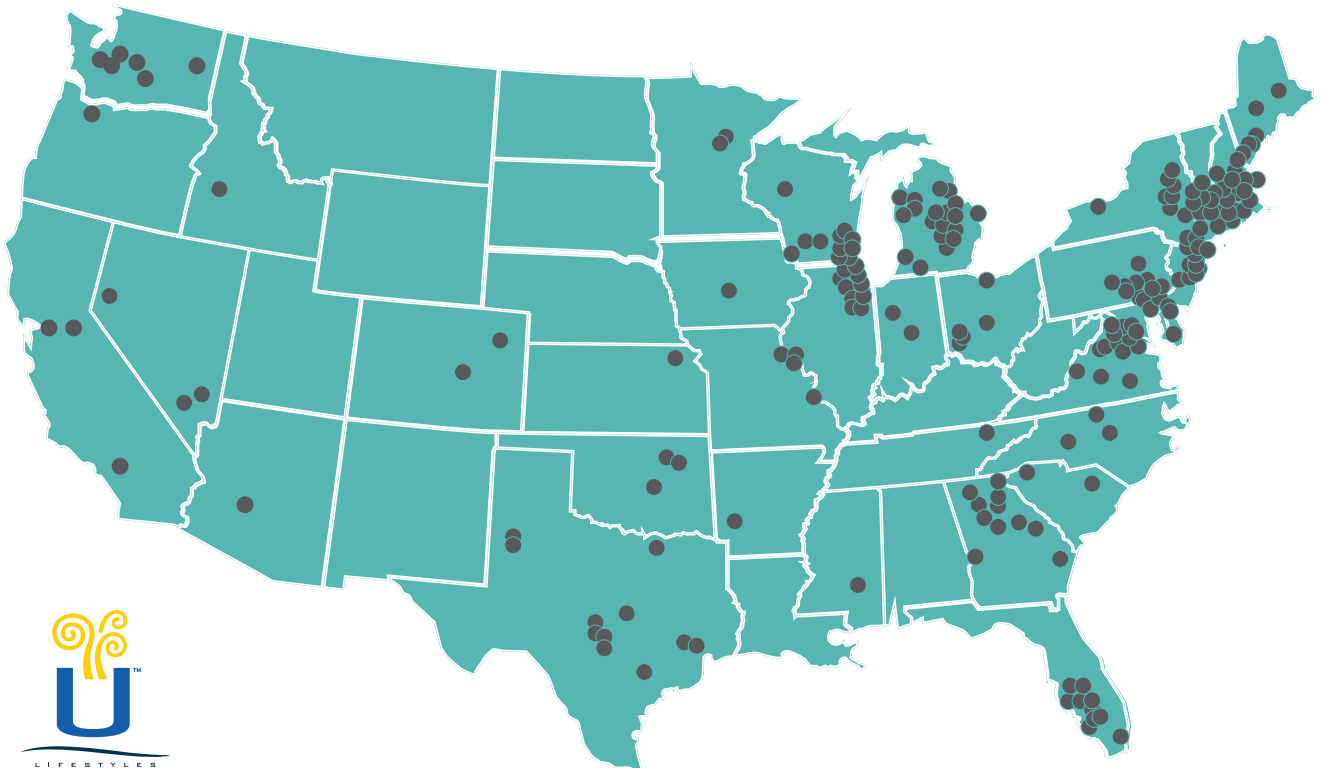
Diamond Service<sup>SM</sup> is the cornerstone of our service philosophy, which fosters and maintains an environment where exceptional customer service comes naturally in every interaction. Diamond Service provides team members with the tools and guidelines that empower them to create unique, memorable experiences for our customers.

The principles, standard operating procedures and audits are routinely reinforced throughout our company. Our hospitality-centric company culture encourages each team member to adopt a service mindset in every interaction with every customer.





# featured partnerships





Unidine is helping us meet that resident-centered feel. They really did a phenomenal job of training our cooks on how to make homemade meals. I enjoy knowing that everything is freshly prepared - so if you want to have a sandwich, you go in and you know you're going to have an actual turkey that has been roasted, not lunchmeat, that's being served.

**Cindy Shemansky**  
**Assistant Executive Director and Administrator**  
Masonic Village  
Burlington, NJ



Food and dining are one of the things that separate us from all of the other retirement communities out there. Our program is at the top of its game. The things that our residents love about our dining program is the variety of the menus and the quality of the food. We certainly don't ever see ourselves as a 'run of the mill' community, serving average food to average people. We serve high-end food with excellent service to excellent people. [The staff] do a great job with all of our events for our residents. They have a great time with it and that's really what it's all about.

**Tom Garvin**  
**President and CEO**  
Waverly Heights  
Glenwyne, PA



LIFE SERVICES





*Unidine is the solution*

---

Please contact us at  
[unidine.solutions@unidine.com](mailto:unidine.solutions@unidine.com)  
1.877.864.3463