



# STRATEGIES IN EXCELLENCE

SENIOR LIVING

 **unidine**<sup>®</sup>  
LIFESTYLES  
PREPARED BY

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## “ FOUNDER LED: ”

I founded Unidine in 2001 because I had a vision of what food and dining management customers deserve - fresh, delicious food, enhanced choices, greater flexibility and top-notch service. To fulfill this vision, there needed to be a different kind of food and dining management company, one that blended culinary artistry, expertise in wellness, passion for service, strong management and the flexibility to customize a dining program suited to the unique characteristics of each organization that it served.

- Richard B. Schenkel, Founder & CEO of Unidine

## ABOUT US:

Unidine operates in over 400 facilities, and is a leading provider of food and dining management services for clients throughout the United States. Since its founding in 2001 Unidine's success derives from consistent execution in four key areas - an exclusive focus on food and dining management services, a commitment to scratch cooking with fresh, seasonal, responsibly sourced ingredients, exceptional customer service, and a corporate culture enlivened by each team member's passion for culinary and service excellence.

## APPROACH:

Unidine's approach to senior living can be boiled down to three words: **family, excellence, and flexibility.** The word family is embodied in our commitment to treating residents, and the staff that supports them like family. In doing so their concerns, and needs become intertwined with our own. Excellence is present in each of our unique partnerships, between artisan food offerings, and top of the line customer service. Our organizational flexibility allows for carefully crafted solutions and services fitted to our partners needs now, and as they evolve into the future.



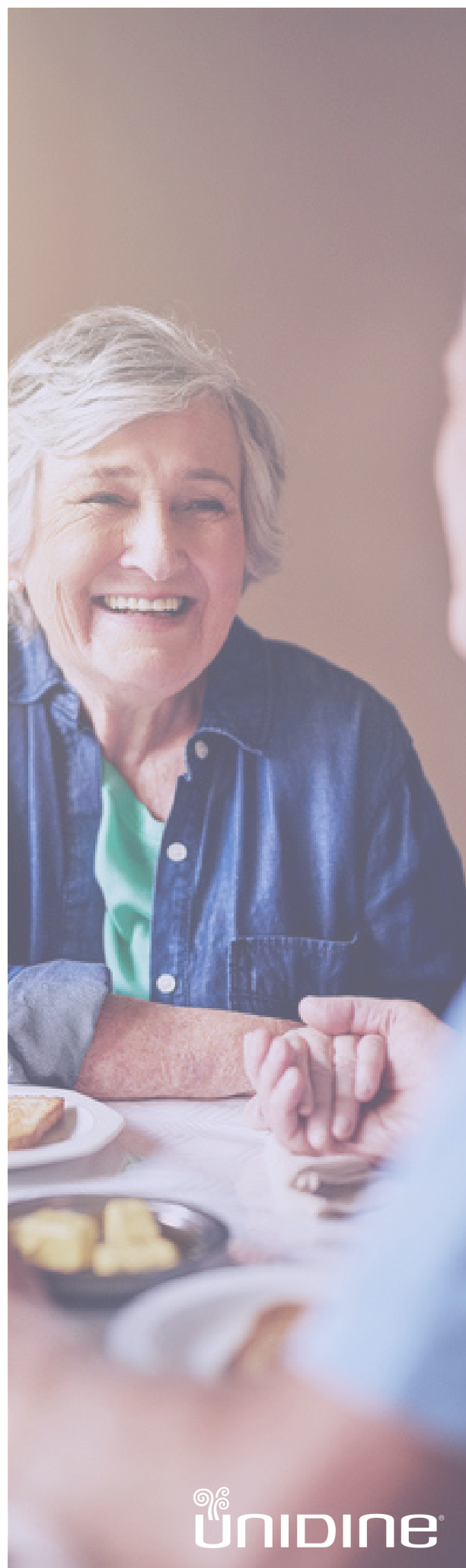


# UNIDINE IN SENIOR LIVING:

Experiential dining, artisan food offerings, and industry leading hospitality sets Unidine apart as a leading provider and partner in senior living communities. As a boutique, responsive, and tactful organization, we are able to customize and craft our offerings to serve residents across the continuum of care despite variations in lifestyle needs, dietary restrictions, and dining preferences. Unidine's individualized solutions begin with a deep understanding of clients holistic business operations where we step back and ask ourselves "How can we improve residents' experience and satisfaction?" "How can we better streamline operations for our clients?" and ultimately "How can we create better health outcomes for this community?". We treat all our partners like family, and in doing so their success becomes intertwined with ours.

Our excellence is rooted in our mission and vision, and fueled by our hospitality-first mindset. In the process of becoming the industry leader in food and dining management services, we aim to redefine hospitality. Hospitality to us lies in the smaller often unseen moments like remembering how residents take their morning coffee, or celebrating a 70th wedding anniversary with a custom replica wedding cake. Our values are deeply ingrained into our organizational culture, and are demonstrated in the universal happiness of our clients.

**Innovation continues to propel us into the forefront of leadership within senior living whether it's technological advancement, thought leadership, and consistent operational updates to better meet client and resident needs as they evolve.**







## CLIENT SNAPSHOT



# WAVERLY HEIGHTS

## "Delivering Dining Excellence"

**Waverly Heights** is a nationally accredited, non-profit continuing care retirement community in Pennsylvania. For more than thirty years Waverly Heights has offered exceptional independent living with unlimited access to skilled nursing, personal care and memory support services on sixty three majestic acres.

**Opportunity:** Waverly Heights has been a partner with Unidine for over five years. Setting the standard for retirement living, they transitioned from self-operated dining with a strategy to elevate both their culinary operations and their elder resources as they plan for future growth. The benefits of partnering with an experienced dining services management company like Unidine include resource activation with recruiting, payroll services, training processes, food purchasing and resident engagement programs to fit all senior living formats.

With the unknown challenges of operating in a COVID-19 world, the flexibility and responsiveness of a committed dining partner like Unidine ensured service excellence continued at Waverly Heights. Having the support to quickly move to a delivery, order-in format lowered transmission risk and eased administrators worries around the safety of their residents.

## “ TESTIMONIAL

*Our partnership with Unidine has elevated the quality of food and service to incredibly high levels of resident satisfaction. The creativity, systems, and support offered to our community through the dining program has added great value to our community. The interaction and support of everyone we work with from Unidine has been exceptional, and strengthens the partnership on a daily basis. The team at Unidine genuinely cares about quality, and about developing meaningful relationships and programs. It's a pleasure to partner with Unidine in delivering dining excellence to those we serve.*



**Thomas P. Garvin,**  
President and Chief Executive  
Officer at Waverly Heights Ltd.  
Glenwyne, Pennsylvania

## BY THE NUMBERS



**91st Percentile** Holleran  
Resident Engagement Index



**88%** Resident  
Satisfaction Rate



Training & Payroll  
Services





## CLIENT SNAPSHOT



# THE MONTEREAU

*"Expect Greatness"*

**The Montereau** was founded in 2003 by The William K. Warren Foundation. It is a locally owned not-for-profit Life Plan Community dedicated to serving older adults across the entire continuum of care equipped with first-class services and amenities.

**Opportunity:** The Montereau's decision to partner with an experienced food and dining management provider was to elevate their culinary offerings and support new dining programs.

As a continuing care retirement community The Montereau services a variety of different living formats and dining needs. Their four restaurants are supported by an experienced culinary team that uses fresh from-scratch practices, diverse and exciting menus, and Diamond Service training to elevate the experience across each dining format.

In one of The Montereau's four restaurants Le Marchet the Unidine team organized a farmers market to create excitement and engagement for residents during COVID-19.

## “ TESTIMONIAL

*Unidine is one of the only consultants that I have worked with that has stayed true to their word and always makes us feel like a priority, especially in difficult situations.*

”



**Angela Cozort,**  
President & Chief Executive  
Officer at The Montereau

Tulsa, Oklahoma

## BY THE NUMBERS



**88%** of Residents in Independent Living Rated Satisfaction as Excellent or Good.



**78%** of Residents in the Villa's Rated Dining Satisfaction as Excellent or Good.





## CLIENT SNAPSHOT



# MOORINGS PARK

*"Simply The Best"*®

**Moorings Park** established by members of the Moorings Presbyterian Church in 1977 is a non-profit, non-denominational corporation where retirees enjoy a secure, comprehensive residential and healthcare program. This life plan community is defined by their renown recreational, social, and spiritual community opportunities. Moorings Park is regarded as the premier provider of retirement living in Southwest Florida. Residents have unrivaled access to upscale and casual dining, comprehensive physician services, fitness centers and engaging social activities. Their mission is to provide Simply The Best® facilities and services for successful aging.

**Opportunity:** Unidine has been a partner with Moorings Park for two years, expanding from a single campus to all three Naples locations. Delivering culinary excellence through a universal service platform, Unidine provides full dining service management including team member payroll, hospitality training and resident engagement.

Moorings Park administrators often highlight the incredible customer service dividends they experience from Unidine's S.H.I.N.E. Diamond Service training. With a focus on advanced customer engagement skill development, the primary training pillars of S.H.I.N.E. reiterate the importance of being **S**incere, **H**elpful, **I**nspiring, **N**ourishing, **E**ngaging. These individual characteristics come together to prepare our teams to service residents' needs across the continuum of care.

## “ TESTIMONIAL

*We have always and continue to look for the very best partners, to align with us to provide “simply the best”. We had a special commitment from Unidine that we were comfortable with, and we felt we could deliver on our promise to our residents for excellence in service. We don't have people experiencing boredom with their dining... Dining has a special place for people and Unidine seems to understand that really well. When it comes to offering variety, fresh, healthy, and premier meals they fully understand that and have been able to deliver on it.*



**Ross Dickmann,**  
Vice President of  
Operations, and Executive  
Director at Moorings Park  
Naples, Florida

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## BY THE NUMBERS



**94%** Team Member  
Retention Rate



**3%** Forecasted Cost  
Savings in 2020



**94%** Resident  
Satisfaction Rate





## CLIENT SNAPSHOT



# MEADOWOOD

## "Highest Quality of Life"

Meadowood Senior Living Community was founded in 1982 by Bill and Sylvia Strasberg who formed the nonprofit board that later created Meadowood. Bill and Sylvia now call Meadowood home. Meadowood is a Continuing Care Retirement Community located on a sprawling Worcester campus. They provide a wealth of services and amenities and promise "the highest quality of life for all that experience our community".

**Opportunity:** Meadowood Senior Living Community has long standing partnership with Unidine. Their decision to partner with Unidine came out of a desire to gain the support, expertise, and council of an experienced dining partner to help elevate their offerings. Unidine has been able to support Meadowood through large-scale renovations on their outdoor kitchen and patio formats - pushing innovation in all areas.

Unidine has been able to integrate their partnership into all areas of Meadowood's Senior Living business, and implement and train an incredible team. This change in direction for Meadowood has helped maintain their stability, and elevated experience throughout the pandemic.

## “ TESTIMONIAL

*Meadowood Senior Living's dining program is a prominent feature in our resident's quality lifestyle. The programming is always fresh and innovative, and the dining experience is second to none. We are especially pleased with the quality of the Unidine team at all levels that are deeply ingrained in our community. Unidine provides an efficient operation, meeting all of the important metrics while providing the highest quality dining experience. Meadowood and Unidine have forged a lasting relationship with common values that are a hallmark of our collective cultures.*



**Paul Nordeman,**  
President & Chief Executive  
Officer at Meadowood  
Worcester, Pennsylvania

## BY THE NUMBERS

100%

**100%** Resident Satisfaction in  
entire 2018-19 calendar year.





## CLIENT SNAPSHOT



# SHAKER POINTE

## "Your Next Adventure"

**Shaker Pointe** opened in 2011, and is now sponsored by the Sisters of St. Joseph of Carondelet. The community sits on thirty acres of beautiful land with an award winning campus, and well-appointed amenities for the active engaged community. Their mission is to provide a community for growth, not aging, a caring environment and an active lifestyle.

**Opportunity:** Shaker Pointe transitioned from self operation to an experienced dining partner, Unidine, in 2013. Unidine has been able to support Shaker Pointe through the addition of a restaurant and a bistro format acting to further elevate their dining experience. Unidine is heavily integrated with Shaker Pointe's leadership team meeting weekly to drive innovation and satisfaction forward. Shaker Pointe happily extended their contract with Unidine in 2019 for five additional years of strategic partnership.

When COVID-10 impacted the community Unidine was able to provide comprehensive reopening plans and structure to maintain the safety of residents. With Unidine's expert approach to reopening and strong adherence to CDC guidelines Shaker Pointe was able to stay ahead of the curve and minimize risk.

## “ TESTIMONIAL

*We value our partnership with Unidine as we together focus on providing an enhanced dining experience for our residents through a variety of dining venues and options! We come to the table in a spirit of trust and openness to discuss and explore the opportunities and challenges that are presented to us. There is a recognition of the expertise and creativity of the culinary staff that is coupled with a sense of accountability and understanding of the budgetary oversight and management provided by the Administration of Shaker Pointe. It's a partnership based on fulfilling the mission of Shaker Pointe as a vibrant, caring senior living community.*



**Lauren Van Demark,**  
CSJ, Executive Team Shaker  
Pointe at Carondelet Inc.  
Watervliet, New York

## BY THE NUMBERS



Met **100%** of Our  
Financial Commitments.



**98.5%** Resident  
Satisfaction Rate



**47%** Reduction in  
Labor Costs





## CLIENT SNAPSHOT



# THE HEARTHSTONE

## "Natures Neighborhood"

**The Hearthstone** was founded by the Lutheran Council of Seattle-King County, a Washington State nonprofit organization more than fifty years ago. It is one of the most highly regarded and respected Continuing Care Retirement Communities in Seattle. It offers award-winning amenities in one of Seattle's most desired neighborhoods. The Hearthstone offers dining venues for every taste and promises "This living oasis in the middle of the city provides the best of both worlds: a village-like feeling, restaurants and services close at hand, and easy access to Seattle's best amenities".

**Opportunity:** Unidine began their partnership with The Hearthstone in 2019 and implemented comprehensive training for chefs to ensure Unidine's practices of fresh-food and from-scratch philosophy. Unidine was able to support The Hearthstone through COVID-19 and provided quick conversions to minimize risk. Unidine even secured PPE like gloves, masks, and sanitizer for the community.

## “ TESTIMONIAL

*In December 2017, we started our grand adventure with Unidine and continue to the present day. Along the way, we've had numerous opportunities to experience the heart and character of Unidine leadership. During challenging staffing situations, resident dining concerns, conflicts within the dining staff, equipment breakdowns, the dramatic impact of COVID-19 on dining in our senior community, etc., we observed firsthand Unidine's responsiveness, attention to our needs, dedication to resolving the challenges while maintaining excellent customer service, quality food and a strong commitment to senior management and our residents that Unidine would deliver on its promises. We are ecstatic at the success of our dining program and attribute this success to quality Unidine leadership at the local and corporate level, a "we can" attitude and an unwavering commitment to excellence in food delivery, client and resident relationships, and fiscal responsibility*



**John Paulson,**  
Chief Human Resources  
Officer at The Hearthstone  
Green Lake, Washington

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## BY THE NUMBERS



Residents Rated Staff  
as **95%** Courteous



Residents Rated  
Cleanliness at **88%**



**78%** of Residents Rated  
Food as Good or Better



## CLIENT SNAPSHOT



# GLACIER HILLS

## *"Embracing Enrichment"*

Glacier Hills was founded in the mid-1960s by Dr. Ralph Piper a pastor at Zion Lutheran Church out of the desire to create a community for older adults in Ann Arbor Michigan to provide gracious living, health care, security, socialization, and elegant meals. Glacier Hills is situated on thirty six acres of charming landscapes in northeast Ann Arbor. Glacier Hills offers an array of amenities to service the needs of it's growing community.

**Opportunity:** Glacier Hills and Unidine has established a lasting three year partnership. Unidine has been able to create efficiencies despite the ongoing pandemic resulting in thousands of dollars in costs savings for Glacier Hills. Unidine has supported Glacier Hills through the reopening of their 24/7 market, bistro, and dining room formats, and has helped drive innovation, fresh-menuing, and delivered on higher satisfaction from residents.

## “ TESTIMONIAL

"I am always impressed with their creativity and flexibility. The Unidine team reacted quickly and made the appropriate adjustments daily as the Covid-19 pandemic unfolded...They truly care about our residents. ”



**Craig Courts,**  
President of Glacier Hills  
Ann Arbor, Michigan

## BY THE NUMBERS



12 Day Reduction  
in Time To Fill



Met 100% of our  
Financial Commitments.



Hundreds of Thousands in  
Cost Savings for Client.





## CLIENT SNAPSHOT



# ST. JOSEPH'S OF THE PINES

## "Compassionate Healing"

St. Joseph of the Pines was founded over seventy years ago under the legacy of the Sisters of Providence. Located in Southern Pines, North Carolina St. Joseph's of the Pines offers a full aging service network of life plan communities, health care, and home and community-based services for seniors. Their promise states "we serve in the spirit of the Gospel as a compassionate and transforming healing presence within our communities".

**Opportunity:** St. Joseph of the Pines and Unidine partnered in 2019. The partnership developed out of St. Joseph's desire to drive innovation through new dining formats with the help of an experienced dining partner. Unidine was able to assist St. Joseph's of the Pines in their development of a private dining venue, a pub, and a wellness bar.

Unidine was able to put in place Diamond Service training to further elevate the dining experience for residents in the community. St. Joseph's of the Pines serves hundreds of residents the support of an experienced dining partner ensures a consistent experience for all.

## “ TESTIMONIAL

*"Unidine has managed our food and beverage operations at St. Joseph of the Pines for more than four years and I could not be happier with the success of our partnership. Our food quality and resident satisfaction remains high while staying well within our budgeted financial goals. The leadership of Unidine is proactive and always at the ready to accept new challenges. Our continuum includes skilled nursing, assisted living and independent living at two campuses serving more than 500 residents daily. As the executive director of independent living it is nice to know that the food and beverage operation runs smoothly and that I can focus on the success of our operations in other areas. I could not be happier with Unidine and I certainly could not run the operation as well on my own. I highly recommend Unidine!"*



**Stephen Phillips,**  
Executive Director of  
Independent Living at St.  
Joseph's of The Pines  
Southern Pines, North Carolina



## BY THE NUMBERS



**100%** Employee  
Retention Rate



**96%** Resident  
Satisfaction Rate



Thousands Above Budgeted  
Profits for Client



## CLIENT SNAPSHOT



# THE ARLINGTON

## "Living Brightly"

**The Arlington** was founded in 2015 by a group of Naples-area pastors in the Lutheran Life Communities. The Arlington was the first new faith based Continuing Care Retirement Community in Naples in more than thirty years. The luxury community is set on an immaculate 39-acre campus, with award winning amenities. They promise a "maintenance-free lifestyle that give you the time to pursue your interests and passions -carefree."

**Opportunity:** The Arlington partnered with Unidine last year with the intention of creating an elevated dining experience with the support of an experienced dining partner. Unidine has been able to support The Arlington through the creation of exciting menus, cooking demonstrations, and new dining formats.

Our teams have been able to develop diverse rotating menus at The Arlington's various dining formats like their restaurant, bistro, pub, outdoor terrace, and OrderIn service. Unidine has consistently delivered on our promises, and exceeded our budgetary expectations. Throughout the pandemic we were able to offer rapid conversion to distanced and delivery meal models, and supported their community in keeping residents safe.

## “TESTIMONIAL

*"Our residents come for the dining experience here, with the many different venues. Part of the reason we selected Unidine was their background and reputation in senior living, dining services, and hospitality services. We are really happy to partner with them. ... Unidine helps make sure they're asking the right questions. "*



**Jessica Short,**  
Executive Director at  
The Arlington  
Naples, Florida



## BY THE NUMBERS



Hundreds of Thousands of Dollars  
Below Budgetary Commitments



Higher Food  
Committee Satisfaction



John to  
Coordinate  
Turnover Rates





"Over the past six years Unidine has proven to be highly valuable to our organization in terms of quality of product, collaboration, access to resources, customer service, and regulatory compliance. The Cedars is composed of high-end independent living, boutique assisted living, and a large skilled nursing care community. The challenge for a dining program is to balance the demands of the independent living and assisted residents with the complex dietary needs and regulatory compliance of the skilled care. Unidine's systems and adherence to processes have led to deficiency free state surveys. In addition, they have been highly collaborative as we have transitioned dining to the person-centered approach of the Household model. Unidine has catered several large events for us, bringing in the necessary staffing and successfully providing an impressive product. The quality of food has helped market our independent and assisted communities in a city known for its award-winning dining. The Cedars is pleased to partner with Unidine."

- Katherine O'Niell, Director of Housing and Communications at Cedars

*"Unidine's food and dining management services have allowed us to offer enhanced dining choices and greater flexibility to better meet the needs and preferences of our residents. We have a great partnership and I see continued successes in our future."*

**- Deke Cateau, Chief Executive Officer at A.G. Rhodes**



"We began our partnership with Unidine in April 2018, so we already knew the quality and value that Unidine offered before the COVID-19 pandemic. Since the beginning of this crisis, they've assured a safe, sanitary process for high quality, nutritional meal delivery for our residents. They have been invaluable to our success in mitigating the virus in our community."

**- Kevin McKay, President & CEO at Tockwotton on The Waterfront**



*"We are excited to partner with Unidine and build on the success they've had at Cornerstone and The Crossings. Unidine brings scratch cooking and resident driven menus and service, Combine that with their innovative spirit and we are changing the dining experience to make life good for those we serve.*

*- **Alan Brown**, Chief Executive Officer at Methodist Retirement Community,*

*"Undine is not your typical vendor, they are our strategic partner in the provision of high quality dining services to our residents and colleagues. Undine and their team are ready and willing to problem solve our areas of most need and readily provide a menu of solutions, from resident satisfaction, customer service training, innovation and cost management solutions. During these turbulent times, they have become a more valuable partner to us than ever before."*

*- **Steve Kasner**, Chief Executive Officer at Trinity Communities*



"Bellbrook has had a strong partnership with Undine for over 11 years. Their innovative approach to serving fresh, nutritious, and appealing food to seniors is so unique, and our residents and families constantly rave about the food! Our Undine leaders at Bellbrook have monthly meetings with our residents to talk about what menu items they are happy with and what changes they would like to see. This makes our residents feel like they truly have a voice in their community, their home."

**- Melissa Allen, Director of Sales at Trinity Communities**



## WHY UNIDINE?

Unidine continues to assert itself as a leading provider of food and dining management services. As demonstrated in our many testimonials our clients are beyond satisfied with our ability to deliver on: first rate customer service, flexible and custom offerings based on changing needs, adhering to financial commitments, and most importantly -- artisan food offerings. The landscape of senior living will continue to change internally to reflect the events of the world externally, having the support of an experienced partner makes all the difference in resident satisfaction, retention rates, and cost savings.

## CONTACT US:

If you would like to learn more, contact us at **(877-UNI-DINE)**, email **([unidine.solutions@unidine.com](mailto:unidine.solutions@unidine.com))** or visit ([unidine.com](http://unidine.com)). Whether you are actively considering a change or you are simply interested in keeping up with our offerings in the marketplace, we welcome the opportunity to discuss your current situation and share additional context that will help you build a vision of how your hospital or healthcare system can deliver an exceptional dining experience for patients, staff, visitors, and guests.

