



CASE STUDY

Unidine's Fresh Food Pledge Delivers Fifth Avenue Savor

Prepared by

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The Arlington

The Arlington of Naples is a luxury resort-style retirement community located on southwest Florida's idyllic Gulf Coast. Residents belong to a community of neighbors in a setting that prioritizes personal growth and wellness. The Arlington invites seniors to Live Brightly. **Chef-prepared meals and dining options that bring people together for an exceptional food experience are an integral part of that life.**

The Arlington opened its doors in 2015 as a not-for-profit, faith-based lifestyle community known for innovative service and person-centered care. The promise of The Arlington lies in its mission: empowering vibrant, grace-filled living across all generations.

Located within the acclaimed Lely Resort, the community offers independent living in gracious apartment residences and freestanding villas, as well as options for assisted living, short-term rehabilitation and residential healthcare to meet aging adults' shifting needs. The landscaped 39-acre campus was designed to facilitate pleasant neighborhood strolls, convenient daily errands and community connection.

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Residents at The Arlington approach retirement with a sense of optimism and zest for life. They enjoy a lifestyle that gives them the time to pursue their passions, free from care. Because an active life contributes to total health—for body, mind and spirit—the campus provides ample opportunities for indoor and outdoor recreation, as well as venues for entertainment and large gatherings. And the heart of The Arlington is The Promenade, where culinary choices abound. Here, residents find everything from gourmet fine dining to more casual fare, available to eat in or take home.

In 2019, after a rigorous selection process, The Arlington of Naples selected Unidine as its new dining management partner.



Senior Living Excellence

The Arlington formed a relationship with Unidine in order to leverage the support of an experienced dining partner who could curate an unparalleled culinary and hospitality experience.

Unidine knew it was up for an exciting challenge. The Arlington serves a well-traveled, cultured and sophisticated population. The community needed to ensure that the food offered at the multiple dining venues on campus—including its flagship Exhibition Restaurant—would compete with upscale establishments in the nearby Naples and Marco Island area, and with memories formed at fine eateries around the world. Unidine built a comprehensive program for The Arlington, designed to exceed residents' high expectations.

Unidine leveraged 20 years of leadership in the senior living industry to deliver on its promises. As a boutique food and dining management service, its specialty is tailored, innovative solutions that serve discerning clients and their clientele.

Unidine supports The Arlington with world-class cuisine, responsive hospitality, and new, technology-enabled dining formats.

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Culinary Talent

Meet Responsiveness

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Unidine's team at The Arlington draws upon a wealth of fine-dining experience for inspiration. With a connoisseur's eye, **Executive Chef Carlos Calzado** is always ready to incorporate elements of what he sees around him into the week's menus - the catch of the day, the hottest restaurant trends, his team's diverse heritage. The Exhibition Restaurant and the bistro, pub and outdoor dining terrace feature a range of appealing and healthful meal options every day. Chef Carlos' collaborative style is best showcased at The Arlington's extraordinary theme nights. There, Unidine culinarians join forces with The Arlington's Lifestyle team to transport residents to fantastic locales from Cuba to Cairo. Décor, entertainment and demonstration cooking all work together to create a dining experience that's truly unforgettable.

But it's not just Chef Carlos' virtuosic mastery of world cuisines that has made him such a favorite with residents - it is his responsiveness to their wishes. This curated attention to detail is echoed by a team who understands that dining should revolve around residents' lives - not the other way around. Whether a special request comes from a casual hallway encounter, from a meeting of the Food Committee or from The Arlington's Lifestyle Director, Unidine works to bring culinary dreams fully to life. This culture of hospitality balances special moments with daily community connections, building an unmatched sense of belonging.



Led By Fresh Food

The Fifth Avenue feel of the meals offered at The Arlington is bolstered by the freshness and quality of each thoughtfully paired element. Menus incorporate local seafood, seasonal produce and even vegetables and herbs sourced from an on-site garden. Soups, gravies and sauces are always made from scratch and all breads and pastries are baked right in The Arlington's kitchen. Whether it's served in Independent Living or Memory Care, every meal at The Arlington is suited to residents' unique preferences and dietary needs.

Modern Solutions

An exceptionally flexible approach to food and dining management has allowed Unidine to respond to a changing environment with great efficiency. OrderIn, Unidine's proprietary online ordering platform offers residents at The Arlington restaurant-quality cuisine at home with integrated delivery. The menu, developed in coordination with the resident Food Committee, draws on Unidine's high culinary standards and vast experience. If a steak is ordered medium rare, it arrives exactly as specified, just as it would in a restaurant. Original programming, like dining *en plein air* on the Grand Lawn and synchronous, tech-enabled remote cooking classes with Chef Carlos, provide a chance for residents to connect beyond the dining room.

Unidine's practiced management and supply chain relationships have delivered a 15% reduction in previous budgetary levels at The Arlington, coming in half a million dollars below financial commitments without impacting the high quality of the meals residents enjoy. Members of the community experience dining as a true highlight of The Arlington lifestyle.

"Unidine's teamwork is evidenced by the willingness of collaboration, frequent debriefing to monitor quality of service and the bench strength of talent across the board, which ensures consistent, top-notch delivery. I've never seen our community in a better position, when it comes to dining, than we are in right now."

Siobhan Mangan
Lifestyle Director, The Arlington of Naples



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Executive Chef Carlos Calzado

Inspired by his grandmother Jovita, Executive Chef Carlos Calzado started cooking at a young age. In his 30 years in the kitchen, he has worked in almost every possible position, and became an executive chef nearly a decade ago. Chef Carlos gained executive culinary leadership skills by working for a major hotel chain and through contract food service companies. In his time at The Arlington, he has become known to all for his charisma and charm, as well as his delectable food. His motto to the residents at the Arlington is inspiring:

" This is your home and this is your kitchen. If you have a request for a specific item and I have it in the kitchen, I will make it for you."

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Why Unidine

Unidine operates in over 400 facilities and is the leading provider of food and dining management services for discerning clients throughout the United States. Since its founding in 2001 by President and CEO Richard B. Schenkel, Unidine's success derives from consistent execution in four key areas—an exclusive focus on food and dining management services, a commitment to seasonal, fresh-from-scratch cooking, exceptional customer service and a corporate culture enlivened by each team member's passion for culinary and service excellence. Unidine's network of dietitians and culinarians leverage the latest research to support cultural enrichment and wellness strategies for senior living residences, as well as hospitals, behavioral health facilities and corporations. For more information, visit www.unidine.com.

Contact

Us

If you would like to learn more, call us at (877) UNI-DINE, email us at unidine.solutions@unidine.com or visit www.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 senior living community can deliver an exceptional dining experience for residents and guests.

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All photographs in this case study depict food and community at The Arlington of Naples.