



CASE STUDY

At A.G. Rhodes, Unidine
Serves Flexibility, Value –
and a Genuine Taste of
Home

Prepared by

Unidine Corporation
1000 Washington St,
Boston, MA 02118



A.G. Rhodes

A.G. Rhodes Health and Rehab is a mission-driven nonprofit that provides trusted rehabilitation and residential care for seniors. Located in the greater metropolitan area of Atlanta, Georgia, its three locations offer a range of services in a home-like environment that is designed to preserve elders' dignity and promote healing. **Nourishing, made-from-scratch meals that delight residents and patients every day are an essential element of A.G. Rhodes' care.**

As one of Atlanta's oldest nonprofits, A.G. Rhodes has a storied reputation in senior living for compassionate care. Founded as a hospital more than 120 years ago, it was one of the first nursing organizations to be licensed in Georgia. Today, A.G. Rhodes is the area's premiere provider of therapy and rehabilitation services, short-term recovery and long-term care. Together, its three locations – A.G. Rhodes Atlanta, A.G. Rhodes Wesley Woods and A.G. Rhodes Cobb – serve 1,100 residents and patients each year. Convenient urban locations in Atlanta and Marietta allow elders to maintain important connections to their families and communities while receiving the best care.

Despite more than a century in the industry, A.G. Rhodes' leadership and skilled staff are not content to do things the way they've always been done. Thoughtful and forward-looking, they provide the type of treatment anyone would want for their loved ones – and for themselves – as they age. A.G. Rhodes' model of person-centered care allows for great flexibility, celebrating each individual's history, personality and preferences, and allowing elders autonomy to make decisions for themselves whenever possible. Here, the caregivers' mandates extend beyond physical wellbeing to social and psychological health as well.

case
study

A.G. Rhodes recognizes that negative attitudes about aging and aging-related illnesses like dementia are deeply embedded in our society. They work actively to counter them and to provide an excellent quality of life. A.G. Rhodes is able to meet elders' holistic needs, supporting them as they continue to lead active lives full of purpose and meaning. Offering varied, healthy meals that engage elders' senses at all levels of care is part of A.G. Rhodes' mission.

In 2018, after a rigorous selection process, A.G. Rhodes selected Unidine as their new food and dining management partner.



A Custom Dining Solution

A.G. Rhodes contracted with Unidine in order to enlist the support of an industry leader who would deliver significant cost efficiencies while always welcoming patients and residents with the highest level of culinary and hospitality excellence.

As a boutique provider, Unidine is never content with a one-size-fits-all approach. Over the course of two decades in the senior living industry, they have delivered tailored programs at a wide range of budget levels to senior living environments of various sizes across the continuum of care. Their first step every time is to develop an in-depth understanding of each client's unique needs.

Proud of its deep Southern roots, A.G. Rhodes is a community that cares for a diverse population across its three locations. A.G. Rhodes specializes in long-term skilled nursing, including memory care, and is strongly committed to financial accessibility for elders and their families. In response, Unidine designed a flexible and nourishing program that meets this vibrant community's needs without unnecessary extras. **Unidine supports residents with a variety of homemade, fresh-from-scratch options that serve the distinct demographics at each A.G. Rhodes location, always presented with genuine hospitality.**

case
study

Homestyle, From Scratch

case study

The meals served to elders in skilled nursing communities don't have a great reputation. Food service companies often attempt to save on labor costs by relying heavily on frozen, canned or premade elements in their programs. The unappetizing meals that result contain fewer nutrients than fresh food. Instead, they're packed with unhealthy levels of preservatives, artificial ingredients, sodium, sugar and fat. This type of diet can contribute to poor health outcomes for already-vulnerable residents. When they initiated their partnership, Unidine and A.G. Rhodes were determined to show that it doesn't have to be that way. Backed by their Fresh Food Pledge, Unidine knew they could exceed A.G. Rhodes' residents' desire for variety and flavor while presenting wholesome options and creating value.

From its foundation, Unidine has pioneered a fresh-from-scratch approach to dining that greatly improves the flavor and nutrition of the meals they serve. At A.G. Rhodes - and at every Unidine-partnered location -- all entrees, soups, sauces, salad dressings and roasted meats are prepared in house, using fresh ingredients. Trained chefs and dietitians create the menus. To enhance flavor, Unidine culinarians season with spices and fresh herbs. This means they can closely control the salt and sugar content in a way that's not possible when premade options are used. Unidine's purchasing commitments emphasize ingredients that are responsibly sourced and environmentally conscious. And the A.G. Rhodes team purchases seasonal produce whenever possible from Georgia and surrounding states.



Flexibility and Value

Not surprisingly, the meals prepared under the auspices of the Fresh Food Pledge are delicious. But this approach also provides operational efficiencies at a level that many might not expect. After all, whole, unprocessed ingredients are less expensive to purchase than premade foods. Unidine's size and the resources of its nationwide supply chain network drive additional cost savings. And a fresh food program allows the kitchen and dietary team to customize meals to meet the needs of residents with special diet requirements.

In order to execute a dining program driven by scratch cooking, team members must be experts at what they do. Unidine supports A.G. Rhodes with extensive culinary and service skill training – not just to improve performance, but to provide meaningful opportunities for learning and growth that positively impact job satisfaction and retention.

Unidine sets up each partnership to include everything the partner needs – and nothing else. A.G. Rhodes does not compromise on the quality of the meals it serves to residents, patients or staff members, but they've chosen a no-frills service style to provide the best value. For example, they forego elaborate table settings and fancy china, and offer team members a delicious staff meal before their shift in the same dining room that residents use.

A Culture Fit

A.G. Rhodes and Unidine are true allies, and their teams work together seamlessly to ensure that the resident experience is optimal. This partnership's success is reflected in the openness of the communication. Each A.G. Rhodes location is served by a dedicated Dining Services Director (DSD). The Administrators at Atlanta, Wesley Woods and Cobb all enjoy close relationships with their respective DSDs, and know that if they need anything from the dining team, they can come right into the kitchen and ask for it!

A.G. Rhodes follows the Eden Alternative® philosophy, which views elder care as a collaborative partnership. Whether they work for A.G. Rhodes or for Unidine, every staff member in the community is first and foremost a care partner. Members of A.G. Rhodes' leadership team have received Eden Alternative training and, in order to ensure alignment, Unidine's local District Manager and all three DSDs accepted their client's invitation and went through the training as well.

case
study



Unidine's goal is to function as an extension of their clients' teams. This means getting to know residents in a genuine way and listening to direct feedback. Myra Spencer, DSD at A.G. Rhodes' flagship location, regularly attends meetings of the Resident Council with her dietary team. She greets elders by name as they enter the dining room, sharing jokes and smiles. Spencer makes a point of being transparent and accessible to residents. Everyone at A.G. Rhodes knows they can rely on the dining team to contribute to the positive, homey culture they've built.

“Unidine's 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 are glad to have Unidine as part of our homes.”

Deke Cateau
CEO, A.G. Rhodes Health and Rehab

At A.G. Rhodes Cobb, 95% of surveyed residents rated the quality of the food as Good, Very Good or Excellent under Unidine management, and 99% rated the service of the dining team as Good, Very Good or Excellent. Every day, residents at A.G. Rhodes enjoy fresh food served with genuine hospitality. Unidine has collaborated with A.G. Rhodes' leadership to build a fully tailored dining solution that centers elders' wellbeing while providing the best possible value for the community.

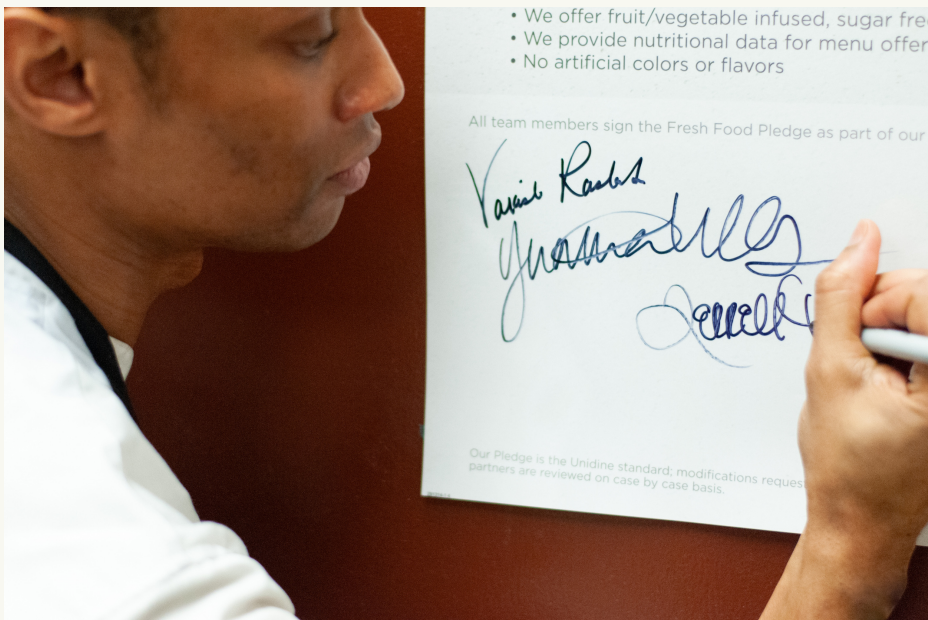
case
study

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.



case study