



COLLEGE of SOCIAL AND APPLIED HUMAN SCIENCES

DEPARTMENT OF FAMILY RELATIONS
AND APPLIED NUTRITION

FRAN*6740 Food Service Management in Healthcare

COURSE OUTLINE – WINTER 2023

1. CALENDAR DESCRIPTION

Students will critically assess and integrate foodservice management literature and theories from undergraduate coursework to address the multifactorial issues and planning of foodservice operations in healthcare. Case studies presented by expert guests and operational projects will support student synthesis and evaluation of the literature

Credit Weight: 0.5 credits
Course Hours: 3-0 (36 lecture; 0 lab/seminar)
Pre-Requisite(s):
Co-Requisites(s):
Restriction(s):

2. COURSE DESCRIPTION

Foodservice management in the healthcare setting is a complex, multi-dimensional endeavor. The individual who manages foodservice operations must draw upon his/her cross –disciplinary theoretical background related to dietetics, food science, food microbiology, human resources, operational and fiscal management and apply theory to a dynamic environment. Students will be asked to critically assess the literature in developing creative oral and written resolutions to the real-world issues that arise in foodservice operations in healthcare

3. TIMETABLE

Lecture: Mondays 2:30 – 5:20 pm
Location: In Person on Campus and Virtual - Rotated
Final Exam: n/a

4. INSTRUCTIONAL SUPPORT

Course Instructor: Lisa Slack
Email: lslack@uoguelph.ca
Telephone: 519-824-4120 ext.
Office: by appointment
Office Hours: by appointment

Teaching Assistant: n/a

Email:

Office:

Office Hours:

5. LEARNING RESOURCES

Required Resource(s):

See Courselink

Recommended Resource(s):

See Courselink

6. LEARNING OUTCOMES

At the completion of the course, successful students will be able to:

1. Apply theoretical management and menu development principles to the complex interplay of financial constraints and Ministry of Health and Long Term Care standards in both acute and long term care foodservice operations.
2. Critically evaluate the strengths, weaknesses, opportunities and threats of a nutrition and/or food service operation and develop action plans for continuous quality improvement.
3. Employ management strategies to translate Ministry of Health and Long Term Care standards into plans for menu development, staffing, staff education, meal service and nutrition care while considering labour relation issues
4. Integrate fiscal management principles in the completion of assignments and projects from the long term care foodservice context keeping in mind Ministry of Health and Long Term Care standards and best practices as identified in the literature.
5. Explore foodservice trends and develop strategies to engage with and address them through the development cultural influenced menus, and development of NiD recipes.

7. TEACHING AND LEARNING ACTIVITIES

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
1	Introduction, Course Overview and, Menu Strategy- Principles, Menu Mix, Trends, Request for Proposal Review and Stakeholder Analysis	See Courselink Request for Proposal Template 1 Week Sample Menu	

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
2	Long Term Care Standards Food Service Operations; Overview of Food Systems and Food and Labour Fundamentals	See Courselink MOHLTC Food and Nutrition Standards Guest: TBD	Menu Strategy Assignment -due
3	Food Services and Kitchen tour and assessment Recipe Development	See Courselink Guest: Simon	Class to be held at PJs
4	Menu Critique Food Service Trends	See Courselink Guest: Leslie Cairns, Executive Chef	Menu Critique
5	Dining Services and Resident Engagement Dining room assessment Person Centred Care	See Courselink Person Centred Care Simulation Guest: Research Institute for Aging	1 Week Menu Assignment - due
6	Menu Implementation Fundamentals Marketing, Business Presentations Recipe Critique		Food, Labour and Operational Analysis Therapeutic Menus for 3 days- Ind - due
7	Break		
8	NiD Recipe Development		Cost Engineered Menu - Due Recipe Critique
9	NiD Recipe Presentations		
10	Business Presentation Critique Business Proposal Writing and Business Presentation		Business Presentation Critique
11	Business Presentations	Groups 1,2,3	Business Proposal, inc implementation Presentation -due for Groups 1,2,3
12	Food Photography and Social Media	Guest: Elis Halenko, RD, Snapstudio55	

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
13	Business Presentations	Groups 4,5,6	Business Proposal, inc implementation Presentation -due for Groups 4,5,6

Note: This is a tentative schedule; however, due to various unknown factors there may be changes. Any changes will be announced during class and an announcement will be posted on the CourseLink site.

8. ASSESSMENT DETAILS

Assessment	LOs Addressed	Due Date	% of Final
Develop Menu Strategy- Individual	1,2,3,5	Jan 20	10
Develop 1 Week Cultural Modified Menu- Group	1,2,3,4, 5	Feb 6	15
Calculate Food, Labour and Operational Analysis- Group	1,2,3,4	Feb 13	15
Develop Therapeutic Menus for 3 days- Individual	1,3,4	Feb 13	10
Develop Cost Engineered Menu (food and labour)- Individual	1,2,3,4,5	Feb 27	10
Develop 2 Cultural Authentic NiD Recipes – Entrée- Texture Modifications- Group	1,3,5	Mar 6	20
Develop Business Proposal, inc implementation Presentation- Group	2,3,4, 5	Mar 20 & Apr 3	20
Total:			100%

9. COURSE STATEMENTS

Land Acknowledgement:

We acknowledge that the University of Guelph resides on the ancestral lands of the Attawandaron people and the treaty lands and territory of the Mississaugas of the Credit. We recognize the significance of the Dish with One Spoon Covenant to this land and offer our respect to our Anishinaabe, Haudenosaunee and Métis neighbours as we strive to strengthen our relationships with them. Acknowledging them reminds us of our important connection to this land where we learn and work.

Course Website:

There is a course website at <http://courselink.uoguelph.ca>. All components of this course will be housed on the CourseLink site including this course outline, assignments, and links to further

resources. Your assignments will be submitted through the Dropbox function. Marks and feedback will also be released on the site. Please familiarize yourself with this website as soon as possible and visit it regularly throughout the semester.

Late Assignments:

Late assignments will be accepted up to 5 days following the due date and will receive a penalty of 10% per day EXCEPT under documented grounds for compassionate consideration. Assignments submitted more than one week late without documented grounds will receive a grade of zero. If you are going to hand an assignment in late, you must contact your course instructor to inform them when you will be submitting your assignment.

Receipt of Grades:

After you receive a grade on CourseLink, please review your feedback. Any inquiry or dispute over the grade must be made within two weeks from the date they are posted. If you fail to protest any grade during this time limit, changes to the grade will not be considered. [Grades will be based on the Grading Procedures outlined in the Undergraduate Calendar.](#)

Turnitin Software:

In this course, your instructor will be using Turnitin, integrated with the CourseLink Dropbox tool, to detect possible plagiarism, unauthorized collaboration or copying as part of the ongoing efforts to maintain academic integrity at the University of Guelph.

All submitted assignments will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site.

A major benefit of using Turnitin is that students will be able to educate and empower themselves in preventing academic misconduct. In this course, you may screen your own assignments through Turnitin as many times as you wish before the due date. You will be able to see and print reports that show you exactly where you have properly and improperly referenced the outside sources and materials in your assignment.

10.UNIVERSITY STATEMENTS**E-mail communication:**

As per university regulations, all students are required to check their <uoguelph.ca> e-mail account regularly: e-mail is the official route of communication between the University and its students.

When you cannot meet a course requirement:

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor (or designated person, such as a teaching assistant) in writing, with your name, id#, and e-mail contact. See the Undergraduate Calendar for information on regulations and procedures for [Academic Consideration](#).

Drop date:

Courses that are one semester long must be dropped by the end of the last day of classes; two-semester courses must be dropped by the last day of classes in the second semester. The regulations and procedures for [Dropping Courses](#) are available in the Undergraduate Calendar.

Copies of out-of-class assignments:

Keep paper and/or other reliable back-up copies of all out-of-class assignments: you may be asked to resubmit work at any time.

Accessibility:

The University promotes the full participation of students who experience disabilities in their academic programs. To that end, the provision of academic accommodation is a shared responsibility between the University and the student.

When accommodations are needed, the student is required to first register with Student Accessibility Services (SAS). Documentation to substantiate the existence of a disability is required, however, interim accommodations may be possible while that process is underway.

Accommodations are available for both permanent and temporary disabilities. It should be noted that common illnesses such as a cold or the flu do not constitute a disability.

Use of the SAS Exam Centre requires students to make a booking at least 14 days in advance, and no later than November 1 (fall), March 1 (winter) or July 1 (summer). Similarly, new or changed accommodations for online quizzes, tests and exams must be approved at least a week ahead of time.

More information: www.uoguelph.ca/sas

Academic misconduct:

The [Academic Misconduct Policy](#) is outlined in the Undergraduate Calendar.

The University of Guelph is committed to upholding the highest standards of academic integrity and **it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct** and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

Instructors **shall not** determine if academic misconduct has occurred. This is up to the Associate Dean Academic's office. Instructors shall not assign a grade of zero even if they believe that the student has committed some form of academic misconduct (e.g., copied material from a website like CourseHero) on an assignment or exam.

Instructors **can** determine if a student has poorly paraphrased and/or improperly cited material and can provide a grade accordingly as long as this is clearly identified as part of the assessment criteria via a rubric or other assessment tools.

For more information about Academic Integrity resources and how to prevent Academic Misconduct see: <https://csahs.uoguelph.ca/faculty-research/hub-teaching-learning-excellence/academic-integrity>

Recording of materials:

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

Resources:

The [Academic Calendars](#) are the source of information about the University of Guelph's procedures, policies and regulations which apply to undergraduate, graduate and diploma programs.

Disclaimer:

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings, changes in classroom protocols, and academic schedules. Any such changes will be announced via Courselink and/or class email.

This includes on-campus scheduling during the semester, mid-terms and final examination schedules. All University-wide decisions will be posted on the COVID-19 website (<https://news.uoguelph.ca/2019-novel-coronavirus-information/>) and circulated by email.

Illness:

Medical notes will not normally be required for singular instances of academic consideration, although students may be required to provide supporting documentation for multiple missed assessments or when involving a large part of a course (e.g., final exam or major assignment).

COVID-19 Safety Protocols:

For information on current safety protocols, follow these links:

- <https://news.uoguelph.ca/return-to-campuses/how-u-of-g-is-preparing-for-your-safe-return/>
- <https://news.uoguelph.ca/return-to-campuses/spaces/#ClassroomSpaces>

Please note, that these guidelines may be updated as required in response to evolving University, Public Health or government directives.