

# Association *for* Healthcare Foodservice



# AHF NATIONAL CONFERENCE

[#AHFNationalConference](#)



# Mastering Resilience: Protecting Your Mental Health While Defending Your Operation

## Presenters

*Lisa Shoopman, RDN – AVP, Food & Nutrition Services*

*Anne Phillips, MS, RDN – Exec. Director, Food & Nutrition Services  
Baptist Health System (KY)*

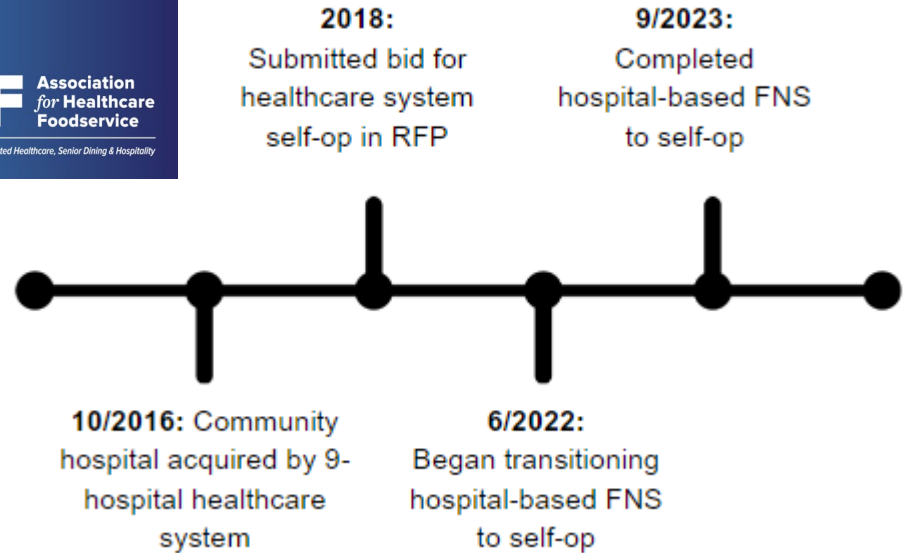
# Year Zero: How to Stabilize Operations and Reset the Kitchen Culture After the Contractor Leaves



## The Big Plan

### TOP TIPS TO LEAD A SELF-OP TRANSITION

- 1. Believe in yourself - Remember you are the FNS EXPERT!**
  - Dream BIG & don't wait until you "know it"
- 2. Strong emotional intelligence is key**
  - Prepare to be disrespected
  - Create a safe space to work with transparency
- 3. Pivot as needed for the success of the project**
  - Start with a project outline
  - Be open to achieving your goals in different ways
- 4. Celebrate success along the way!**



# Accept That You are Not the Decision-Maker

- Prepare to be disrespected
  - Think: “Not Wrong” v. “Right”
- Communicate in FACTS not feelings
  - Become a storyteller



Ask yourself:

1. Does it need to be said?
2. Does it need to be said now?
3. Does it need to be said by me?



# Where Do the “Feelings” Go?

- Create an inner circle for expressing feelings
  - Must have mutual agreement
  - Have a “five-minute funeral”



Ask yourself:

- Are you seeking comfort or solutions?



# Stay Positive & Take Care of Yourself

- Self-care is NOT selfish
- Take a “complaint vacation”
  - Positive in, Positive out

Ask yourself:

- What is one thing I am grateful for today?



# I Don't Have Time to Think of Me!

- Selfless-ness is Selfish-ness
  - Delegate! – find the experts on your team
  - Create structured project & self-care time
    - Block off time on your calendar
    - Consider a hybrid work environment



Ask yourself:

- Does it need to be done now?
- Does it need to be done by me?



# Key Takeaways

- Always be prepared (to be disrespected)
- Create a safe space for your feelings
- Take care of YOU
- Don't be selfish by being “selfless” – delegate!











# The Big Plan

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A large, diverse group of people is seated in a conference hall, many with their hands raised in the air, suggesting an interactive session. The image is overlaid with a semi-transparent blue and white gradient.

# Session Title: Workplace Wellness & Mental Health

## Presenters

*Jasmin Parks-Papadopoulos*

Let's talk about issues affecting workplace wellness  
and how we can create a healthier food/beverage/hospitality industry for all!

**1. Who is in the food/beverage/hospitality industry and why?**

**2. Contributing Factors to Poor Mental Health:**

- Pre-Existing or Co-occurring Mental Health Issues such as: Depression, Anxiety, PTSD, Substance Abuse
- Accessibility to Drugs and Alcohol
- Little or NO Access to Medical/Mental Health Care
- High levels of stress/ Little incentive for self care
- Peer Pressure/ Harassment/ Abuse
- Work Hours conducive to Substance Use/Abuse
- Little Representation in Media Until Recently
- Physical demands of the job vs. resources for self care
- Service and results centered business models
- Strong focus on the bottom line
- High employment turnover

**1. How do we address the challenges we can't see?**

# How do we navigate Workplace Wellness?

## A Resource Guide

- *How to check in with yourself and those around you*
- *How to offer support and start difficult conversations*
- *How to manage difficult conversations and assertively communicate*
- *How to role model using resources*

### **Resources:**

- Workplace Wellness Toolkit
- Scripts for Challenging Conversations
- Text Service
- TACOS & Assertive Communication

# Programming and Support

- **Group discussion meetings**, virtually or in-person, in English and Spanish, online and in person.
- **Free Mental Health Amuse Course:** By offering skills-based training, industry workers can support each other where they are, in kitchens and dining rooms across the state.
- **Printed resource materials:** wellness self check cards that can be carried in wallet or server's folder for participants daily check in.
- **Partnership with Khesed Wellness**, giving hospitality industry workers access to affordable individual clinical therapy. Available in CO, TX, IL, and MI
- **Workbook for Wellness:** Workbook for members to use to improve on their wellness!
- **Workplace Wellness Toolkit:** Action items that are free or affordable for organizations/communities to try.
- **Text Service and Scripts for Challenging Conversations:** To help navigate conversations and offer support.

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[community@chowco.org](mailto:community@chowco.org)



# Session Title:

Immersive Leadership: Enhancing Team Productivity and Well-Being through Empathy and Technology

## Presenters

*Jess Legge*

# My own experience

“You’re starting a food business....  
but you’ve never worked in the food industry”

From tech to food service

- Worked at a high-growth tech company prior to starting Sifted
- Saw the complexity of managing food programs firsthand

Diversity of thought and experiences has been paramount in defining our strategy

- Compiling teams of diverse talent impacts perspective on the future of foodservice and the role of technology
- Focused on “scaling thoughtfulness”

# Working towards a deeper understanding

Learning by doing



Learn how to improve the workplace and engage your team by doing, rather than just implementing and enforcing processes



# Building + implementing technology

## Removing friction & improving happiness

Editing Host Flow for Apple Cider Pork Loin

**Lunch**  
Apple Cider Pork Loin | American  
Apple Cider Brined Grilled Pork Loin, Roasted Potatoes, Whole Grain Mustard Sauce, Baby Arugula Salad, Maple Vinaigrette, Fried Sage, Brussels Sprouts with Apples + Parsnips Butternut Squash with Quinoa, Roasted Potatoes, Whole Grain Mustard Sauce, Baby Arugula Salad, Maple Vinaigrette, Fried Sage, Brussels Sprouts with Apples + Parsnips  
Allergens  
None

Butcher Paper Notes

Client Notes  
the code to enter is #7812 and we run two setups here. Set up at the far end of the 3rd floor, room 307. Parking is free, but make sure it's validated by the front desk.

Talking Points  
100% of Silted Leftovers are donated! Make sure to complete our survey to get insights into next week's menus and improve your experience!

Client Notes

**Serving Supplies**

Elements

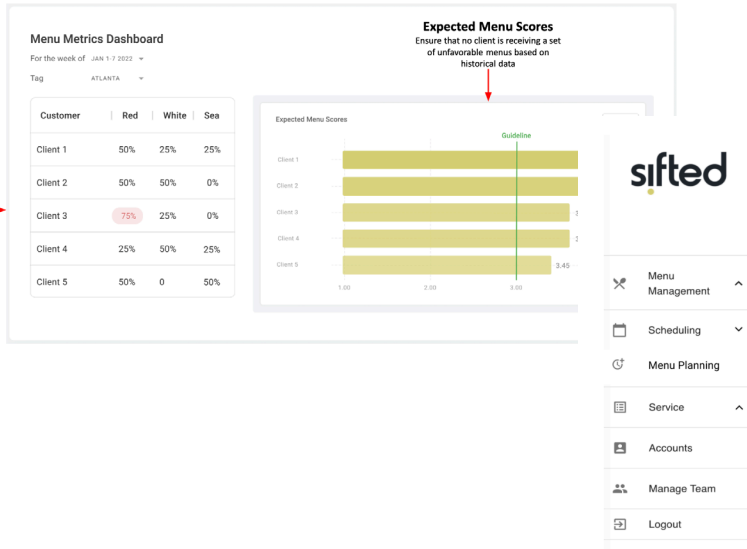
Name	Serving Utensil	Serving Vessel	Directionals
Baby Arugula Salad	Large Tongs	XL Bowl	Additional specific chef comments
Roasted Potatoes	Large Spoon	Platter	More details here
Brussels Sprouts with Apples + Parsnips	Small Spoons	Roasting Pan	Example specific information here

Specific notes

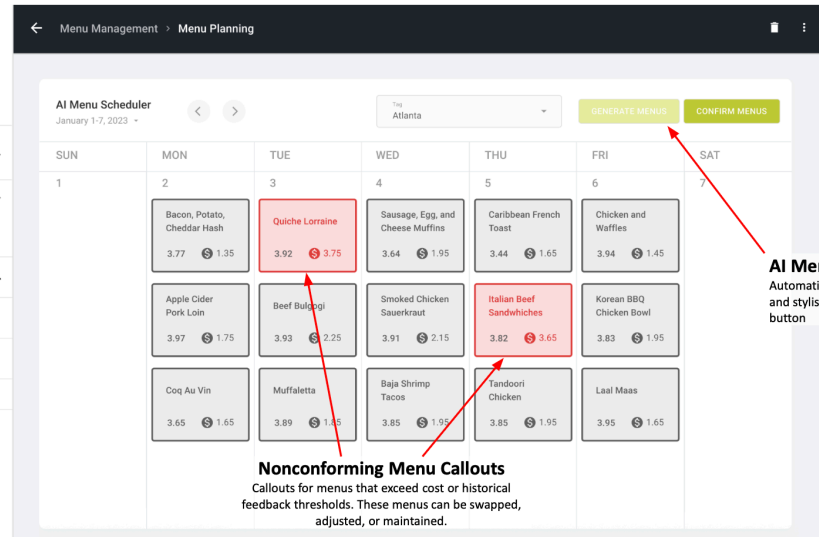
UPDATE

# Building + implementing technology

Removing friction & improving happiness

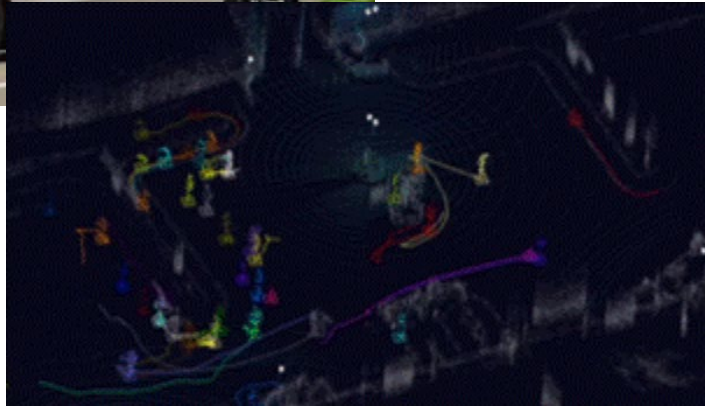


**Protein Variety Feedback**  
Check protein variety across customers to ensure no client falls outside predefined thresholds



# Planning for the future

Staying ahead of the curve for our clients + our teams



- LiDAR technology can be used to accurately track headcounts and is completely anonymous
  - LiDAR sensor fires off beams of laser light and measures how long it takes for the light to return to the sensor – creating a 3d image
- LiDAR can be used in food service environment to track headcounts and food production numbers
  - Can track popularity of spaces and inform snack service area refresh strategy
  - Can reduce waste, find operational efficiencies, and improve client experience

# Tips for building a highly productive + empathetic environment

- Role immersions for all team members
  - Cross training across roles leads to an understanding of peer's daily activities
- Host regular office hours
  - Create a space that's intended for questions and learnings
- Create meaningful ways for teams to communicate post service results
  - Short daily check-ins prompt the team to give direct feedback on how their day's have gone and where you may be able to provide support