



SERVING EXCELLENCE

From  
Scratch

 UNIDINE

Exceptional food and hospitality can empower your organization. With over 45 million customers served annually, Unidine's dining management services help senior living communities of all sizes foster wellbeing and satisfaction.

At Unidine, we focus exclusively on food, so you can direct more of your attention to what YOU do best. Our highly trained chefs create inventive, unforgettable meals, every day. Seasonal menus delight residents with variety, offering fresh, local and healthy selections informed by the nutritional knowledge of over 400 on-staff dietitians.

Building an individualized solution starts with learning about your needs. That's how we create customized programs suited to the goals, demographics and culture of your specific community. No matter their lifestyle, dietary requirements, preferences or level of care, you and your residents can count on us to provide a high level of attention, responsiveness, and distinctive service.

Founder, President and CEO Richard B. Schenkel launched Unidine in 2001. From his years of experience in dining and hospitality, Richard understood the importance of creating exceptional customer experiences. He wanted to fill a critical need for customized services, centered on fresh-from-scratch cooking and service excellence. Unidine is the realization of that pioneering vision.

Since our founding, Unidine has experienced consistent year-over-year growth. Our rapid expansion makes us one of the most dynamic dining management companies in the United States. We proudly serve prestigious senior living communities as well as hospitals, behavioral health facilities and corporations across the country. We collaborate with clients to build comprehensive, tailored solutions that add value and help you respond to the changing dynamics affecting your organization.



Crafting  
invigorating  
dining moments  
for discerning  
clients and their  
clientele

*Dining should revolve  
around your residents' lives,  
not the other way around.*



## *Here's how we do it:*

### **Menu Options:**

De-institutionalized, chef-created meals delight and engage residents. Our trend-forward offerings include a variety of healthy choices.

- **Sustainability:** Local, seasonal produce and products drive our menus. Whenever possible, we establish and maintain on-site vegetable and herb gardens.
- **Health and Wellness:** Strong collaboration and communication between dietitians and culinarians promotes a culture of nutrition, health and wellness. Healthy choices are available in abundance throughout our menus and are indicated clearly through our retail signage.
- **Community:** We promote and execute farmers markets, senior supper programs, culinary education classes and chef demonstrations.

### **Service Excellence:**

Hot and fresh meals promptly served in a variety of settings, including formal dining rooms, casual bistros, take-out markets and in room service-style

### **Visible and Responsive Leadership:**

From our front-line dining operations to our management teams, every member of our organization is dedicated to providing the highest level of service possible. You are never more than a phone call away from one of the most accessible leadership teams in the industry – up to and including our CEO.



# *elevating the resident experience*

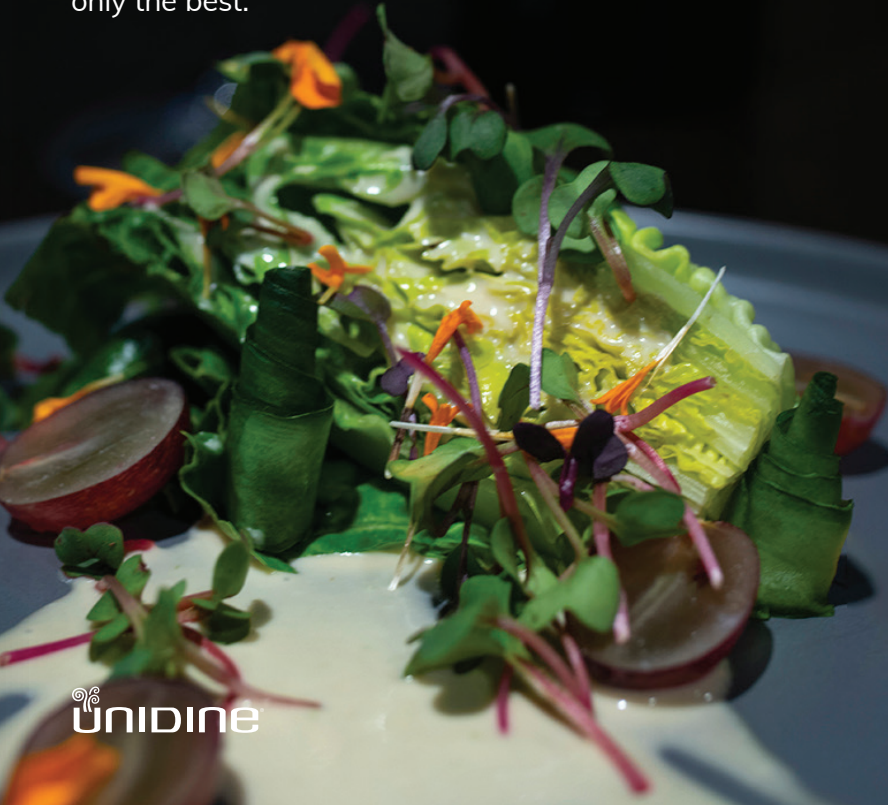
Today's senior living residents are savvy, trend-focused consumers. In an increasingly competitive market, prospective residents expect experiences and choice differentiated from the institutional dining rooms of the past. Success means creating customizable and memorable dining experiences that excite your residents and support your community's brand.

Unlike conventional restaurants, where the menu determines the patrons, we design our menus around the tastes of those we serve. Our one-size-fits-one dining management partnerships provide a wealth of choice and customization. Whether your residents are looking for globally inspired cuisine, more plant-forward options, crafted espresso drinks or an on-site farmer's market, we have industry-defining programs to meet their desires. From engaging, chef-led live-streamed cooking classes to tablet-enabled tableside ordering, we're always innovating to stay on the cutting edge of your residents' expectations.





Food made from scratch makes a big difference. It takes an entire team to animate this mission — so each Unidine team member signs the Fresh Food Pledge, committing to serving residents and guests only the best.



F

From scratch

R

Responsibly sourced

E

Environmentally conscious

S

Seasonal and local

H

Healthful offerings

#### From scratch

- Entrees, soups, gravies, salad dressings, potato dishes and baked goods are prepared in-house using fresh ingredients
- Fresh herbs, spices and seasonings enhance flavors and reduce salt and sugar
- Deli meats such as beef, turkey and chicken are roasted and prepared in-house
- Always fresh burgers and freshly prepared mashed potatoes
- Homemade whipped toppings
- Always fresh produce (except corn when not in season, peas, pearl onions and lima beans)

#### Responsibly sourced

- We use only USDA-inspected beef, lamb, pork, veal, turkey, chicken or poultry
- Dairy products are from rBST growth hormone-free cows
- Our meats are free from growth hormones and antibiotics and do not contain fillers
- Always cage-free eggs
- We use only sustainable seafood approved by Monterey Bay Aquarium Seafood Watch® program
- We are committed to operating procedures that reduce the use of paper and disposable products
- We support our clients' recycling and composting programs
- We plant and maintain on-site gardens for fresh vegetables and herbs wherever feasible

#### Seasonal and local

- Menus emphasize locally and regionally sourced products and ingredients
- Where available we use locally sourced, sustainable seafood
- Menus reflect seasonal fruits, vegetables and other ingredients

#### Healthful offerings

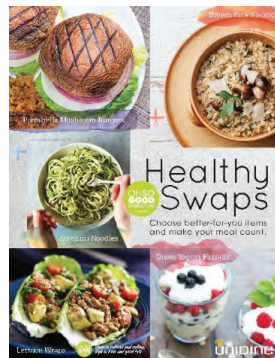
- Healthful and vegetarian options are abundant throughout our menus
- We use only trans fat-free cooking oils and fats in our kitchens
- We offer fruit- and vegetable-infused, sugar-free and reduced calorie beverage options
- We provide nutritional data for menu offerings
- No artificial colors or flavors



# dining events and marketing support



How does your dining program keep residents engaged? At Unidine, a focus on change and choice supports resident satisfaction. Monthly customizable promotions drive participation, build anticipation around mealtimes and educate guests on the benefits of a healthy diet.



## Culinary Explorations

Focusing on nutrition and wellness, the Culinary Explorations teaching kitchen is a chef-led platform for residents to explore food, ingredients, and nutrition. Conducted live or through streaming, participants follow along in engaging hands-on classes.





### Limited-Time Offerings

Inspired by our Fresh Food Pledge, our limited-time offers celebrate seasonal foods and highlight diverse flavors and on-trend menu items. From Korean barbecue to Mediterranean flatbreads, these featured items are designed to add excitement to your residents' dining experience.

### Fresh Flex Pop-Up Restaurants

Fresh Flex is a series of retail concepts that features popular retail cuisines and culinary ideas from across the globe. Fresh Flex is inspired by the infectious trend of pop-up restaurants that give diners a chance to try something new, weekly or monthly – helping combat menu fatigue.

### Engaging Events

Our seasonal calendar of events and holiday promotions encourages opportunities to celebrate themed foods. Incorporating a seasonal flair into your organization, this program features specialized food stations, displays, chef demonstrations and activities for your guests.

## retail programs

Proven to build sales participation - and ultimately resident satisfaction - the retail outlets in your community are destinations for residents. Food merchandising, impulse stations and zone retail planning are an integral part of the strategy we support.

### Fresh&Good<sup>SM</sup>

Sometimes your residents and guests need an easy grab-and-go meal option. With Fresh&Good, guests get just that, without any compromise on food quality. All Fresh&Good items are packaged fresh and contain no chemicals or additives. Salads, deli sandwiches and homemade treats are produced using the same ingredients, production processes and chef teams that create our full-service dining options for a complete meal on-the-go.

### Fresh BRU<sup>®</sup>

Whether a guest is starting their day or keeping it going, our coffee program, Fresh BRU, is designed to create a high-quality, reliable cup of coffee that is guaranteed to satisfy even the most demanding coffee connoisseur. Refreshed every hour and

placed in easily accessible locations, Fresh BRU features a full complement of flavored syrups for added variety. Fresh BRU also features an expansive selection of caffeinated and decaffeinated teas.

### Hydrate for Health<sup>SM</sup>

Hydrate for Health is a program featuring visually appealing displays of water infused with fresh fruit, vegetables or herbs. Positioned strategically throughout, your residents and employees can easily enjoy a tasty, refreshing alternative to sugary sodas and juices. We currently offer over 50 exciting infusion recipes.

# clinical programs

For residents with healthcare needs that require management, we leverage a variety of specialized programs, designed to support positive clinical outcomes with fresh food – all while driving efficiencies. Our philosophy of equal emphasis ensures that we provide the same level of hospitality across the community but take into account the specific needs of residents in higher levels of care.

## Memory Fare®

Memory Fare is a Unidine program specially designed to address the nutritional consequences of memory impairment caused by Alzheimer's and other forms of dementia. Our dietary and culinary teams collaborated with experts to understand the impact of nutrition on brain health. We developed the Memory Fare menu using the evidence-based research of Dr. Nancy Emerson Lombardo, owner of the Brain Health and Wellness Institute. Intended to be flexible, the Memory Fare program can be custom-tailored to your community.

Memory Fare offers residents experiencing cognitive decline choice and flexibility through dining frameworks and varying service models. Each brain- and heart-healthy Memory Fare menu is responsive to resident preferences, promoting increased food intake and reducing unintended weight loss. With the incorporation of food aromas

and warm hand towels, mealtime becomes an appealing multisensory experience. Innovative smallwares eliminate the need for plate guards, and carefully chosen clothing protectors enable dignified dining.

The Memory Fare program is built around team member and resident engagement. Our training supports effective communication with residents and their families and goes beyond the dining room to include team members from other departments and at all levels of your organization. Our focus on soft skills and empathy ensures residents feel respected, understood and appreciated.



## Puree with Purpose®

Research shows that an estimated 22% of adults over 50 have difficulty chewing and swallowing food and beverages. Puree with Purpose empowers guests with dysphagia to enjoy meals with the same great flavors, aromas, and appearance as what their peers are eating.

With hands-on training and detailed manuals, your dining team is well-equipped to prepare handcrafted pureed foods. Unidine's Puree with Purpose training covers everything from the signs, symptoms and treatment of dysphagia to the proper tools, techniques and recipes needed to create both appealing and delicious pureed foods.

## Fresh Benefits<sup>SM</sup>

Our culinary and clinical nutrition teams developed an array of recipes consisting of super smoothies, enriched snacks and fortified foods prepared with fresh ingredients to replace commercial

supplements. Fresh Benefits delivers high-quality, nutrition packed foods that promote physical health and mental well-being, while positively impacting unplanned weight loss. As Fresh Benefits uses regularly prepared meals that follow our Fresh Food Pledge, dining services can easily and expertly manage the program, freeing valuable nursing resources to focus on your residents' needs.

## Fresh Bites<sup>SM</sup>

Fresh Bites is a multi-pronged approach supporting the nutritional needs of residents with Alzheimer's and other dementias. Fresh Bites are finger foods that help individuals maintain dignity and independence. While successfully implemented in a memory care setting, this culinary technique and presentation is ideal to also use as small bite dishes during special event catering or as in between meal snacks.





# *our people and service*

## **Culture of Hospitality**

We exceed expectations on a daily basis, and that takes more than just creating memorable plates of food. It's our unparalleled service excellence and hospitality that sets us apart.

## **Service that Goes Above and Beyond.**

Diamond Service<sup>SM</sup> is the cornerstone of our service philosophy, which fosters and maintains

an environment where exceptional customer service comes naturally in every interaction. Diamond Service provides team members with the tools and guidelines that empower them to create unique, memorable experiences for our guests.

The principles, standard operating procedures and audits are routinely reinforced throughout our company. Our hospitality-centric company culture encourages each team member to adopt a service mindset in every interaction with every customer.

## **Recruitment**

Our hiring model is rooted in how we care for the people who will care for your residents. Unidine delivers the best in dining and hospitality, which is why we never outsource staffing. Each recruiter at Unidine is dedicated to scouting the best-fit talent for each role on every team, ensuring effective matches based on unique skill sets and professional experience. Whether transitioning existing employees or

introducing new team members, our hiring specialists look for specific talents, work history and career goals to connect with our mission of excellence in dining services. We leverage the full capability of Compass Group's talent pool pipeline to execute on our proactive recruitment strategy. We attract the best and brightest in competitive and difficult hiring markets and use these traditional and non-traditional methods to provide and maintain staffing:

- Technology and data analytics
- Regional demographic strategies
- Social media
- Referral and retention incentives
- Internal and external talent pools

# By the Numbers

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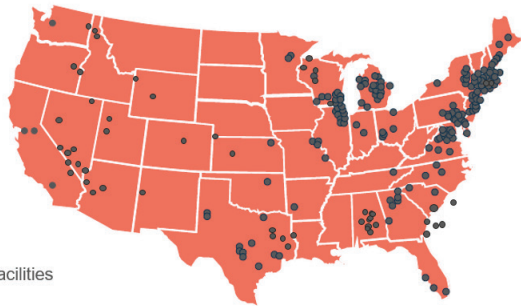
Corporate Culinary  
Facilities

68

Healthcare Culinary  
Facilities, including  
Behavioral Health

287

Lifestyles Facilities



402

Total Client Facilities

38

Number of States  
Represented

7,000+

Team Members

"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*



"Our partnership with Undine 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 Undine has been exceptional, and strengthens the partnership on a daily basis. The team at Undine genuinely cares about quality, and about developing meaningful relationships and programs. It's a pleasure to partner with Undine in delivering dining excellence to those we serve."

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

 **UNDINE**





*Exceptional food and  
hospitality can enhance the  
lives of your residents.*

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Get in touch to learn more.

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