



More spacious dining rooms give Phoebe Berks' short-term rehab residents a chance for family to join them for meals.

Country kitchens create a home-style atmosphere and allow more flexibility.



CULTURE CHANGE Part 2: Phoebe Berks Adds Dose of Culture Change to Dining

Let's face it; food is at the heart of senior living communities. But for today's older adults, dining is more than just another meal.

Food service at **Phoebe Berks Health Care Center** is now "decentralized" into free-standing country kitchens. Instead of tray-line systems, which limit what healthcare residents can order, residents now receive a variety of fresh food that is plated and prepared-to-order when they are ready to eat.

This new form of service resembles home-style kitchens and allows for a main and alternate entrée to be prepared in the main kitchen and delivered to the country kitchen just prior to serving residents. In addition to the entrées, soups and sandwiches — as well as quick-serve items — such as hot dogs and grilled cheese, are easily prepared to order.

Jean Luckenbill, a **Village Commons Personal Care** resident, enjoys the new style of dining at Phoebe Berks. "Not having assigned seats allows people to get to know others they haven't talked to before," she says. She also appreciates the fact that residents are no longer required to decide what they want to eat the day before their meal.

According to Rob Khanuja, Executive Director, Operations, "Residents love the flexibility. We don't wake anyone up for breakfast. They come when they are ready."

The dining staff are now able to get to know the residents and establish relationships with them. Khanuja says, "Before this, they never came face to face with the customers they served. They take pride in the food they prepare and are able to share that with the residents," he says.

For more information about Phoebe Berks, visit www.phoebeberks.org.