



CFSEA becomes CAFP A new name and image



THIS YEAR THE CFSEA held its 29th annual Conference in Dartmouth, Nova Scotia, June 11–15, 2003. In the tradition of past conferences education and hospitality was at the forefront.



At the event, attended by approximately 170 delegates, members endorsed a name change that on June 23rd was unanimously approved by all Branch Presidents. Pending government regulatory approval the Canadian Food Service Executives Association (CFSEA) will be known as the Canadian Association of Foodservice Professionals, (CAFP). Tom Mitchell, President, said that the name change would better describe the membership that represents all aspects of the foodservice industry including fast food, dining, institutional services, hospitality education, buyers and suppliers. The new association logo will be introduced in September. Under this new image CAFP will offer to its membership networking, fellowship, education and training in all sector of the foodservice industry.

This year's education program highlighted food safety and therefore *Taking the Mystery Out of Food Safety* was the theme for the Conference 2003. The Canadian Food Inspection Agency and Agriculture and Agri-Food Canada sponsored this educational event and CFSEA/CAFP kicked off their ongoing program as stewards of food safety for mass feeding in Canada. As President Tom Mitchell said in his welcome message: *HACCP is the buzz acronym of the foodservice industry in 2003 and CFSEA has assumed a leadership role in industry education pertaining to HACCP and its impact to the food industry. Food safety in the future will become more than just protection for the industry, it will effect tourism, trade and business travel.*

In addition to the national sponsors Ecolab and Nestlé, other sponsors included Nova Scotia Agriculture and Fisheries, Taste of Nova Scotia, Sara Lee, and 38 other companies.

At the annual GMO Tom Mitchell, CFE from Calgary was re-elected as President together with the National Board of:

Jeff Trafford, CFE
Vice President Membership & Marketing
Halifax/Dartmouth

Alicia Garcia, CFE
Vice President Junior Development
London

Marlee Loiselle, CFE
Vice President Communications
Vancouver

Colleen Kelly, CFE
Secretary/Treasurer
Vancouver

Jennifer Hills, CFE
Past President
Ottawa



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NATIONAL SPONSORS:



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As in previous years CFSEA/CAFP honoured and recognized its own members for their contributions and achievements. The prestigious CFSEA Food Executive of the Year award was presented to Vancouver Branch Past President **Peter T.L. Lam**, CFE a nutrition and food service systems consultant. (More on page 6.)

At the Nestlé Gold Plate Luncheon eight junior members who earned the Branch Gold Plate award were recognized and received award trophies. Out of this group the national Nestlé Gold Plate winner was **Noelle Stedelbauer**, President of CFSEA Junior Branch at Brescia University College.

In addition to the Gold Plate Award, Nestlé also assists incoming Junior Presidents with the *Nestlé Team Leadership Award*. Due to this support fourteen juniors qualified for the award and attended the national CFSEA Conference.

Support to CFSEA junior members also comes in the form of bursaries from Ecolab, Sara Lee and CFSEA. For 2003, CFSEA National awarded ten Ecolab bursaries and one Sara Lee bursary, valued at \$1,000 each.



The Branch Award's Committee recognized outstanding achievements and initiatives of CFSEA Branches. Under the category *Special Event Marketing—Industry & Leadership Recognition* our **Vancouver Branch** received recognition for BC Leadership Night *A Touch of Class 2003*, and the **London Branch** received an Outstanding Initiative Award for Junior Development.

The CFE Program is one of the most unique, comprehensive and meaningful professional credentialing programs existing within the Hospitality Industry in North America. Its principles are founded on one of the primary goals of CFSEA to promote

excellence through education, leadership and experience. At the CFE Luncheon chair **Judy Ann Wybenga**, CFE recognized 24 recipients, among them two junior members. Achieving CFE status is a benchmark for measuring past achievements and setting goals and standards for oneself for the future. Congratulations to the recipients.

Congratulations to the **Halifax/Dartmouth Branch** for hosting a spectacular National conference. **Patricia Myatt**, CFE and **Sharon Beasley**, along with all the Halifax/Dartmouth branch members, extended their renowned warm Nova Scotia hospitality for the entire conference.

The next and 30th annual conference of the new Canadian Association of Foodservice Professionals will be held June 9–13, 2004 in Hamilton, Ontario. The conference theme will be *Trends on the Horizon—Du nouveau à l'horizon*. Topics will include Trends in commercial and non-commercial segments; education; food and physical safety; design of restaurants; employee training; and trade shows. More information including summaries of the educational sessions will be announced shortly. ☺

national information 2003/04

CAFP NATIONAL BOARD MEETINGS 2003/04

All scheduled National Board meetings will be held on a Tuesday. If you have a concern or an idea please contact your National Director or Branch President prior to these scheduled dates:

Executive Committee Meeting
September 16TH • 12:00 PM EST

Board of Directors Meeting
November 4TH • 12:00 PM EST

Board of Directors Meeting
February 2ND • 12:00 PM EST

Executive Committee Meeting
April 6TH • 12:00 PM EST

Meetings will be announced for National Conference in Hamilton.

NATIONAL EXECUTIVE 2003/04

A new National Executive was elected at the June 14, 2003 Annual General Meeting. As elected, members are:

PRESIDENT	SECRETARY/TREASURER
Tom Mitchell, CFE	Colleen Kelly, CFE
VP, JUNIOR DEVELOPMENT	VP, MEMBERSHIP & MARKETING
Alicia Garcia, CFE	Jeff Trafford, CFE
VP, COMMUNICATIONS	PRESIDENT ELECT
Marlee Loiselle, CFE	Vacant

2003 MEMBERSHIP VOTING STRENGTH

Branch	Membership	Votes
Calgary	37	2
Edmonton	44	2
Halifax/Dartmouth	51	2
Hamilton/Niagara	22	1
London	44	2
Manitoba	16	1
Montreal	0	0
New Brunswick	20	1
Northumberland	17	1
Ottawa	27	1
Toronto	164	4
Vancouver	114	4
TOTAL	556	21

BRANCH PRESIDENTS 2003/04

Calgary	Gilles Mallet
Edmonton	Anne Assaly, CFE
Halifax/Dartmouth	Dolores Smith, CFE
Hamilton/Niagara	John Kristjanson
London	Luis Samanica
Manitoba	Glen Linney
Montreal	Elizabeth Silveira, CFE
New Brunswick	Andrea MacClean-Holohan, CFE
Northumberland	Shelley LeFresne, CFE
Ottawa	Carol Schell, CFE
Toronto	Andy Jackson, CFE
Vancouver	Catherine MacKenzie, CFE

CAFP COMMITTEE CHAIRS 2003/04

Administrative and Finance Committee

- Colleen Kelly, CFE

Board of Directors & Executive Committee

- Tom Mitchell, CFE

Bursary Committee

- Elisa Wilson, CFE

Credentialed Food Executive Committee

- Judy-Ann Wybenga, CFE

Media Relations & Press Release Committee

- Marlee Loiselle, CFE

National Awards Committee

- Rosie Maclean, CFE

National Bursary Fund Committee

- Tom Mitchell, CFE

Past President's Advisory Committee

- Jennifer Hill, CFE

Sponsorship Committee

- Patricia Myatt, CFE

Website Committee

- Jennifer Hill, CFE

Succession Planning & Nominations Committee

- Jennifer Hill, CFE

president's report

TO ALL OUR MEMBERS at CFSEA or as it is now known CAFPP, The Canadian Association of Foodservice Professionals, and all those reading this bulletin I hope you are having a wonderful summer. We finished the year of 2002/03 with a truly wonderful conference in Halifax.



I would like to congratulate the dedicated members of the Halifax Branch for commitment above and beyond the call of duty. Ask anyone who attended the education program was first class and the social activities were maritime classics.

We also had the opportunity to unveil the new logo and name, which was met with hardy support and a new-found enthusiasm. CAFPP will have many new and special programs, plans, and opportunities, all of which will be unveiled over the next few months. We will need your support to get behind the new brand and get the word out. We also want to ensure

that our message is consistent so packages will be sent out to each branch with all the brand information. In the walk before we run department we should make sure all the changes are made before we run out to show the world. This is especially important to sponsors who appreciate consistency and professionalism.

A new year, a new brand, and a new attitude, lets go out and show the industry that we are the true Foodservice Professionals. ☐

TOM MITCHELL, CFE
National President

conference sponsors

NATIONAL SPONSORS



BURSARY SPONSORS



EDUCATION PROGRAM SPONSOR



Canadian Food Inspection Agency

Agence canadienne d'inspection des aliments



Agriculture and Agri-Food Canada

Agriculture et Agroalimentaire Canada

TASTE OF NOVA SCOTIA

- Clearwater Fine Foods
- Valley House
- Mrs. Beasley's Cookies
- Michael's Pomodoro Sauces
- Spring Water Inc.
- Fireside Kitchen
- Aqua Prime Mussell Ranch
- Mr. Donair
- Rosemary's Chocolates
- Black Bear Ice Cream
- Nova Agri Associates
- Stirling Fruit Farms



- Pastaman Emporium
- Webster Farms
- Galloping Cows Farm Market
- St. Mary's River Smokehouses
- Tony's Specialty Cakes, Bakery & Café

CONFERENCE SPONSORS



OTHER SPONSORS

- Amca Sales Limited
- Belleisle Farms
- Big Eric's Restaurant Supplies
- Bonte Foods
- Browne & Company
- Burnbrae Farms
- Cambro
- Canada Bread
- Canadian Tourism
- Human Resource Council
- Coca Cola
- Comeau Seafood
- Copperfield Agencies
- Dairytown Products
- English Bay Cookies
- General Mills
- Heppy's Pie lady
- Jessome Food Equipment
- Kellog's
- Larsen Packers Limited
- Rich's
- Ronahan Food Brokers
- Taylor Agencies
- Tanimura & Antle Maritimes
- Target Food Brokers
- Yoplait

The CFE Program

The CFE program is stronger and more vital than ever! With 22 new, renewed and two Junior CFE recognitions at the National Conference in Halifax we are reminded of the value of credentialing in Foodservice.



Canadian Tourism Human Resource Council (CTHRC) continues to promote the CFE program to all with a vested interest in improving standards across Canada. The CAFP (CFSEA) will continue its close work with CTHRC through 2003/04 and beyond, to ensure the CFE designation remains the epitome of experience and contribution to the foodservice industry.

It's No Mystery that CFE Designates are True Blue Dedicated Members...

Jr Executive (2)

Amanda Holman

.....London—Brescia University College
Noelle Stedelbauer

.....London—Brescia University College

Renewals (4)

Patricia MyattHalifax-Dartmouth

Brian EmmertonToronto

Catherine MacKenzieVancouver

Don BlissVancouver

New (10)

Sharon BeasleyHalifax/Dartmouth

Charles KwanHalifax/Dartmouth

Ted MussettHalifax/Dartmouth

Jeff TraffordHalifax/Dartmouth

Bonnie MacDonaldLondon

Elizabeth SilveiraMontreal

Irene AckerNorthumberland

Paula EdwardsNorthumberland

Tim HighVancouver

Valerie WoodVancouver

Fellow (5)

Delores SmithHalifax-Dartmouth

Alicia GarciaLondon

Donna LyndsNorthumberland

Isabel ClarkOttawa

Elizabeth ForbesOttawa

Emerald (2)

Kathy ChapmanHalifax-Dartmouth

Fran SutherlandNorthumberland

Diamond (1)

Rosie MacleanToronto

Absent were Timothy High, Donna Lynds, and Valerie Wood.

London received an Outstanding Initiative Award for Junior Development, and Vancouver an Outstanding Initiative Award for Industry & Leadership Recognition.

Membership & Marketing

CAFP is the new name of our beloved organization. As we move to re-banding and call ourselves the Canadian Association of Foodservice Professionals, we grab the opportunity to tell the world what we're all about.

What we are is an organization of professionals in the foodservice industry. Our membership represents all facets of the industry, healthcare, private industry, tourism, manufacturing and supply, and of course education. As we say in our mission statement, it is our goal to promote professional and personal development in our chosen industry. This is done through education, fellowship, and the recognition of accomplishment. We are a National organization made up of individually chartered branches. The branches operate according to the CAFP (CFSEA) Constitution and Bylaws with their own elected executives under the tenants outlined in our charter. CAFP offers members the opportunity to network with industry peers, enhance their career development, attain a recognized accomplishment status (CFE), and help to improve the quality of the foodservice industry.

Watch soon for new letterhead, envelopes, application forms, website development, branch banners being replaced with new logos and dais posters, and most importantly, communication and tools to help our cross-country presence and spread the word about CAFP.

This is a year of transition, and not just for the sake of change. CAFP has grown up, and as CAFP moves now toward becoming the premier foodservice association for members looking for value and the best chance to network, learn and input with peers. It is all about return on investment so we intend to earn and retain our most valuable asset—our members!

Remember this logo. It is yours and mine to display and be proud of. Who do you know that would also benefit from membership in our prestigious association? Call them today!

JEFF TRAFFORD, CFE
VP Membership & Marketing



What is the CFE program?

- Reflects the primary objectives of CFSEA
- Acknowledges the validity of the acquisition of skills, knowledge and professional acumen outside the formal education mainstream
- Based on a competency-based criteria that by design enhances the prestige and stature of those that work in the food service industry
- Represents the mark of achievement, knowledge and dedicated leadership to the food service industry and the public
- Recognized as a designation of high prestige within and beyond CFSEA and IFSEA (International Food Service Executives Association)
- Recognized by the Canadian Tourism Human Resource Council (CTHRC) as a credentialing

approach for food service management professionals. It is recorded under their listing of industry credentialing programs and is the only nationally recognized program of its kind

- Signifies a commitment to continuous learning and the pursuit of life long education

If you, or anyone you know, require more information about CFE—contact our National Office form more information.

Branch Awards

Over the course of our 2002/03 fiscal year, two branches stood head and shoulders above the rest in terms of *over and above* dedication to the objectives of our organization. Vancouver and London earned special recognition and awards at Conference 2003.

Update Your Personal Information



NEWS ABOUT CFSEA/CAFP can easily be reached by visiting the web site www.cfsea.ca. You can review a copy of this newsletter, get information about members you wish to contact or update your own personal information. Here are instructions on how to update your data base:



- 1 Find the CFSEA site at www.cfsea.ca. The home page comes up.
- 2 Double click on the **Members Only** section on the far right of the navigation bar at the top of the home page.
- 3 An Access page will then appear which asks for an e-mail address. Enter your e-mail address as it is currently on the site.



and on the right which says Change e-mail address/password. Click here if the changes you want to make are either e-mail address or password. Otherwise scroll down to the line in your data and make the required changes. The changes you make will automatically change everything you want seen in the Database.

- The next time you enter the site and want to go to the restricted area you have two choices. You can click on **Sign In** 4 located to the left side in the bottom blue bar of each page of the Website. This will bring you to the Access page but from now on you will enter your own protected secure password. The second way you may enter the secured area is to click on the **Members Only** 2 section and follow the procedures as before but now you will enter your own protected secure password. Let me know if you have any difficulty. ☺

Click on the url (where you see ) & you will automatically be sent to the website where you can update your information right now.

- The next space to be filled on this Access page is password. Enter your secured personal password.
- Then click on **Login!**
- The next page to appear will be Edit Personal Information.
- There is a place just below the navigation bar

ALLISON MINER
CFSEA National Office
national@cfsea.ca



Peter Lam, RDN, CFE *Food Executive of the Year 2003—CANADA*

AT THE CFSEA ANNUAL CONFERENCE held June 11–15, 2003 in Dartmouth, NS Peter Lam, RDN, CFE was presented with the CFSEA Food Executive of the Year Canada Cup award. Peter was named Branch Food Executive of the Year by the Vancouver Branch in April and went on to be recognized as Western Regional Food Executive of the Year which qualified him to be considered as one of the four finalists for the Canada Cup.

CFSEA branches across Canada annually present the Food Executive of the Year Award to a branch member who:

- Has contributed most to the advancement in the industry
- Has made an outstanding contribution to the foodservice industry and CFSEA.
- Has attained significant stature and reputation in her/his career.

The 2003 regional winners were Geoff Wilson, Isabel Clark, Jeff Trafford and Peter Lam.

Peter Lam, CFE, served the Vancouver branch as treasurer, president, past president, and leadership night planner for several years, in addition to serving on the national web site committee in its initial stage. Peter in his distinguished career as a registered dietitian and foodservice consultant is also recognized internationally as a specialist and speaker in the field of dysphasia. His participation in various professional associations and community involvement earned him additional criteria points and contributed to Peter receiving the Canada *Food Executive of the Year 2003 Award*. The other candidates all have impressive resumes, which makes Peter's recognition so special.

Lacking a sponsor for this prestigious national award this year there was no funding available. In



the past regional winners received compensation for their travel expenses to the conference. Peter, in the spirit of CFSEA, took a plane late Friday night to Halifax and was therefore able to attend the President's Dinner Saturday evening. When, to his surprise, he won the Food Executive Award Canada he felt that the long hours on the plane were a small contribution to the essence of the CFSEA vision of fellowship.

The Vancouver Branch is very proud and fortunate to have another National Food Executive of the Year as a member. 🎉 *Congratulations Peter!*

Congratulations to Our Junior Members

OUR JUNIOR MEMBERS EXCEL in many field. They cope with studies, exams and work, in addition they participate in the programs that CFSEA offers. Their contributions to the success of these programs is praiseworthy.

We thank the following committee chairs for their assistance and support of the many junior activities around the country:

Nestlé Awards Committee:

Francesca Rea, RD (chair), Tom Mitchell, CFE, John Phoenix, CFE, Alicia C. Garcia, CFE, and the team of selected Nestlé Food services representatives who assisted with the judging.

National Junior Awards Committee:

Elizabeth Forbes, CFE (chair), Katalin Bogrnon, Janice Major, Cathy Ralston, CFE and Alicia C. Garcia, CFE.

National Bursary and Scholarship Committee:

Andrea Lou, CFE (chair), Brian Emmerton, CFE, and Elisa Wilson, CFE.

National Junior Branch Coordinating Committee:

Alicia C. Garcia, CFE (chair), Francesca Rea, RD, Elizabeth Forbes, CFE, Andrea Lau, CFE, Jocelyn Lohnes (MSVU) and James Chalmers (University of Guelph).

Senior branch liaisons and faculty advisors of the 14 junior branches and 430 junior members who provided support and guidance during the school year.

And a special thank you to Andy Jackson, CFE and Kevin for the junior pre-conference activity, Brian Muldoon, Rick Fitzpatrick, Adrian Droog, Cathy Edwards, CFE, Lynn Berg, CFE, Fran Sutherland, CFE. 🎉



Gold Plate Award



The Canadian Food Service Executives Association (CFSEA) Gold Plate Award was initiated as a way of recognizing individual achievements and contributions to the food service industry. Nestlé Canada's commitment to the future leaders of the Food Service Industry includes providing additional support to ensure that all award winners are able to participate in the annual CFSEA/ACCSA National Conference. The recipients of this prestigious award, sponsored by Nestlé Food Services, are provided with the opportunity to meet some of Canada's top food executives and culinary experts.

In addition, there is the National Nestlé Gold Plate Award which is offered annually to one of the current year's Junior Branch Gold Plate Award recipients who, in the opinion of the judges, is a well rounded individual linked to the Food Service Industry and their community. This person exemplifies the type of student the hospitality industry requires and shows outstanding commitment to CFSEA.

Applicants were judged on:

- Scholastic Achievement
- Industry Experiences
- Commitment to the Food Service industry
- Community Service Activities
- Association Involvement
- Written Essay

The Junior Branch Gold Plate Award is given to participating Junior Branches and includes:

- An engraved replica of the Gold Plate
- A \$400 cash award to be used by the student to further his/her education
- Travel, registration fee and meals at the National Conference of CFSEA
- An opportunity to compete for the National Gold Plate Award

The National Nestlé Gold Plate Award includes:

- \$1,000 cash award
- National exposure to the food service industry

National Nestlé Gold Plate Award Noelle Stedelbauer

Noelle hopes to become a Registered Dietitian. She will be in fourth year of the Foods and Nutrition program at Brescia University College. Her work experiences include stints with Compass Group Canada and Auberge du Petit Prince cafe. She looks forward to continue to take on a leadership role within the food service industry in the future, e.g. as a leader who creates a path to healthier food choices, to invent new products that meet consumers' wants.



Noelle Stedelbauer, CFE President of CFSEA Junior Branch at Brescia University College receiving the national Gold Plate Trophy from Tom Mitchell, CFE, CFSEA National President and Rick Fitzpatrick, Nestlé (Halifax)



Gold Plate and Team Leadership Award Winners

Nestlé Food Services

The Nestlé company bears the name of its founder, Henri Nestlé, who established the foundation for the world's largest food company by passionately pursuing work he hoped would one day benefit society. Since 1867, Nestlé has expanded through new product development and acquisition. Today, Nestlé is represented in almost every country in the world with more than 200,000 employees and well-known, trusted brands.

The Food Services Division works closely with food service operators in fulfilling consumers' needs for quality, variety and good value in out-of-home meal and beverage occasions. In Canada, Nestlé Food Services, as a portion of sales, is the largest in the Nestlé Group.

Nestlé Food Services provides well-known branded products such as NESCAFÉ, NESTEA, STOUFFER's and NESTLÉ ICE CREAM, as well as, systems and services to all types of restaurants, hospitals, air carriers, recreational and other facilities. ☺

2003 Junior Gold Plate Award Winners

Brescia University College—NOELLE STEDELBAUER

Noelle hopes to become a Registered Dietitian. She will be in fourth year of the Foods and Nutrition program. Her work experiences include stints with Compass Group Canada and Auberge du Petit Prince cafe. She looks forward to continue to take on a leadership role within the food service industry in the future, e.g. as a leader who creates a path to healthier food choices, to invent new products that meet consumers' wants.



Kemptville College—HELEN MCKENZIE

Helen finished the two-year Food and Nutrition Management program. As President of the junior branch, she organized fundraising activities such as a bake sale and a draw for a quilt. She hopes to become a food service supervisor. According to her, *CFSEA encourages young people to be an active voice in the industry.*



McGill University—STEVE TOMIUK

Steve completed the three-year program on Food Science and Agricultural Chemistry. He organized and chaired tours to Fleischmann's Yeast, and Danone, special suppers with seniors and hotdog/waffle sales. As a student of Food Science, he believes *that the greatest challenge in food service is food quality.* He would like to focus his future efforts on quality.



Mount Saint Vincent University—JOCELYN LOHNES

Jocelyn has just graduated from the four-year Applied Human Nutrition (Dietetics) program. She chaired special events like *Run for Cure*, toast master presentations, and winery/brewery tours. She has worked at the Rockingham Community Centre and is looking forward to a future as a dietitian faced with challenges related to *better food quality, and convenience foods.*



Northern Alberta Institute of Technology—CYNTHIA FYE OLMSTEAD

Cynthia graduated from the Food and Nutrition Management program. As President, she has *promoted the benefits and values of belonging to CFSEA to NAIT's first year students.* She chose to *pursue an education and career in the business of foods and is especially focused on food safety and security, education and customer service.*



Saint Francis Xavier—ANDREA ANDERSON

Andrea has completed the BSc Human Nutrition. She has done volunteer work for the Heart and Stroke Foundation and helps students with Disabilities. As a future dietitian in the food industry, she wants to *enjoy the challenge of working with people, remain client-centered, and be flexible to change and new ideas.*



University of British Columbia—JACQUELINE BROWN

Jacqueline has *had opportunities to gain from different job experiences during summer breaks.* She has worked with the *Dial-a-Dietitian* and in the customer service field. Attending the International Foodservice Expo has exposed her to the many new products targeted at the foodservice sector. She believes that it is a *challenge to stay on top of the new trends in the food service industry.*



Vancouver Community College—LORNE DEUTSCH

Lorne will be in the second year of the two-year Hospitality Management program. He has worked in various food service establishments and obtained the culinary arts certificate and trades qualification—*apprentice certificate from VCC.* He thinks *the food service industry offers many challenges and opportunities.*



Incoming Junior Branch Presidents

THE NESTLÉ TEAM LEADERSHIP AWARD is offered to the incoming Junior Branch President. In this role, the incoming president plays an important part in the CFSEA Junior Branch, and has the potential to contribute to the future growth of that branch. The Nestlé Team Leadership Award recognizes the incoming president for their dedication, enthusiasm, and leadership to CFSEA.

The recipients of Team Leadership award have their registration fees to the National Conference covered by Nestlé Food Services. Additional expenses may be supported through senior and junior branch commitment.

Incoming Junior Presidents 2003/04

Brescia University College	Amanda Holman, CFE
Centennial College	TBA
George Brown College	TBA
Humber College	TBA
Kemptville College	Janet Wright
McGill University	Krystal Valiquette
Mount Saint Vincent University	Laurel Le Conte
Northern Alberta Institute of Technology	Tim Rasko
Ryerson University	Kathryn Hall
Saint Francis Xavier University	Jennifer Yeung
Southern Alberta Institute of Technology	TBA
University of British Columbia	Elisa Armstrong & Christina Baxter
University of Guelph	Arny Lowe & Trisha Osborne
Vancouver Community College	TBA

national recognition

Ecolab and Sara Lee Bursaries

At the CFSEA 2003 National Conference 10 Ecolab and one Sara Lee bursary valued at \$1,000 each were awarded.

Ecolab bursaries:

Lorne Deutsch is studying Hospitality Management after having worked in the industry as a cook. His goals include teaching.

Amanda Holman is a Food and Nutrition student at Brescia University College. Her goal is to complete a dietetic internship.

Cheryl Urlacher is a graduate of Food and Nutrition Management at the Northern Alberta Institute of Technology. Cheryl hopes to operate a business.

Paul Belacca, a graduate of Culinary Management has an impressive list of volunteer and extra curricular industry activities.

Natalie Monkhouse is studying Hospitality Management at Humber College. Natalie has demonstrated tremendous leadership skills.

Stephanie Depatie has been extensively involved with the association and volunteer work. She has recently graduated from the Food and Nutrition Management program at Centennial College.

Melanie Kanarek is currently studying Food and Nutrition Management at Northern Alberta Institute of Technology. Melanie's ultimate goal is to own a sports bar/lounge.

Kathleen Brennan's goal is Health Promotion with a focus on Genetically Modified foods. She hopes to complete a Dietetic internship.

Kara Roberts has recently graduated from Saint Francis Xavier University with a Bachelor of Science in Human Nutrition. Kara will complete an internship program with the Halifax Regional Health Authority.

Newton Sahota is a third year student at the University of British Columbia studying Dietetics. He has previous education from the Dubrulle Culinary Institute in Vancouver.



Ecolab was founded in 1923, and is a leading global developer and marketer of premium cleaning, sanitizing, pest eliminator, maintenance and repair products and services for the world's hospitality, institutional and industrial markets.

Sara Lee corporation is a global manufacturer and marketer of high quality, brand name products for consumers throughout the world. The company provides Food and Beverage, Branded Apparel and Household products. Some examples include: Hillshire Farm, Earth Grains and Ambi Pur.



Sara Lee bursary:

Elisa Armstrong (Vancouver) is this year's winner of the Jim Campbell, Sara Lee award. She is working toward a BSc in Food, Nutrition and Health. She has volunteered in the Brazilian Amazon and hopes to become a dietitian in developing countries. 📧

The newsletter publications are judged separately, considering the following elements: consistent format, publication is named, relevance of topics to the food service or hospitality industry, informing members of branch activities, total number of contributing authors, number of issues published, total number of pages published and distribution of the newsletter to other branches.

ALICIA C. GARCIA, PHD, RD, CFE

NATIONAL WINNERS 2003

UNIVERSITY LEVEL

Most Outstanding Junior Branch
Brescia University College

Most Outstanding Junior Newsletter
Brescia University College

COLLEGE LEVEL

Most Outstanding Junior Branch
Kemptville College

Most Outstanding Junior Newsletter
Kemptville College

National CFSEA Junior Awards

Junior branches submit a report of all their activities during the school year. The reports are the basis for judging out standing accomplishments including the publication of junior newsletters. Criteria for the branch awards include: number of executives, membership retention/recruitment, national branch award/bursary submissions, joint meetings with seniors, branch meetings with guest speaker, attendance at trade shows and seminars, volunteer activities and new initiatives for the year.

Conference Social Events

The Halifax/Dartmouth branch members extended their renowned warm Nova Scotia hospitality for the entire conference. We were welcomed at the Opening Reception with Maritime music and a fabulous array of local seafood, fresh fruit and vegetables, and cheese trays. The reception was a great chance to greet long time colleagues and friends and to meet new ones.

On Thursday evening arrangements were made for delegates to go to local restaurants with a Halifax/Dartmouth branch host. A large group chose the Grafton Street Dinner Theatre in Halifax where dinner was served by the cast who also provided a lively musical comedy performance, *Hair Do*. Others enjoyed a meal at Macaskill's Restaurant in Dartmouth.

After the educational sessions on Friday, we were taken by bus to St. Mary's Boat Club located in Halifax overlooking the Northwest Arm. It was a beautiful summer day and on the ride across the city we were treated to a mini tour of some of the famous sites in Halifax with a brief stop on top of Citadel Hill to enjoy the view of

the harbour and old Town Clock. The main event of the evening was a lobster feed and *Maritime kitchen party*. Lobster eating is a messy business but well worth the effort and a lot of fun for everyone. After the meal we were entertained by a piper, a dancer and the *Jest in Time* comedy troupe.

To provide some humor throughout the program in keeping with the conference theme, one of the Halifax/Dartmouth branch members, Kathy Chapman CFE, wrote a murder mystery which was brought alive by the *Jest in Time* comedy troupe. One never knew when the characters from the story would appear and interrupt a meal to provide some clues to solving the mystery.

Everyone was encouraged to try their mystery solving skills to uncover the murderer's identity. The prizes were awarded at the General Awards Luncheon on Saturday. As well, a crossword puzzle kept many delegates busy looking for *just the right word* to solve the puzzle and collect one of the prizes.

On Saturday evening the conference ended with the President's Reception followed by dinner and dancing. The delicious four-course meal offered a wonderful selection of Atlantic seafood. The highlight of the evening was the presentation of the National Food Executive of the Year award to Peter Lam, CFE, Vancouver Branch.

Each night the *Common Room* sponsored by *A Taste of Nova Scotia* was a popular spot for socializing with colleagues and a great place to make new friends. 📧



Thanks to the Halifax/Dartmouth Branch for truly generous hospitality!

CFSEA 2003 National Conference Education Program

Since the theme for the 2003 conference was *Taking the Mystery out of Food Safety* the program focused on providing the attendees with the information and tools to assist in the development of HACCP plans. The Canadian Food Inspection Agency provided support and resources for the conference.



Canadian Food Inspection Agency

Agence canadienne d'inspection des aliments



Agriculture and Agri-Food Canada

Agriculture et Agroalimentaire Canada

The conference program was structured so that each speaker built on the information provided in preceding presentations so that at the end the participants would be able to start developing a HACCP plan. Conference registrants who attended the six mandatory sessions and submitted a signature voucher will be eligible for a Food Safety Certificate.

On Friday morning a limited enrollment session, *True Colours* was presented by Fran Hill for conference attendees who were interested in discovering more about themselves while having a lot of fun while doing so.



Levels of response in a crisis can vary and involve technically fixing the incident, reassuring and possibly compensating people affected and providing timely and accurate response to stakeholders. *Tell it all, tell it fast and tell the truth.*

In summary, an integrated approach to food safety includes HACCP, Education/Training, Risk Management, Crisis Management and Supply Chain Recall and is a continuous improvement cycle. It's needed to bring greater reassurance to the customer, employee, community and industry and enhances quality management of food. *Dig the well before you are thirsty.*

COLLEEN KELLY, CFE

Justifying Your Decisions

SPEAKER: Shirley MacIntosh, MBA P.Dt. Director Food and Nutrition Services, Capital District Health Authority

The topic that Shirley presented was *Justifying your Position—how to get what you want*. Shirley gave us some tips on how to take our proposals forward and get the *yes* answer. What a feeling! The three tasks we looked at were: developing the case, supporting the case and then selling the case.

Shirley encouraged us to take some time to think about our proposal—not to rush in the developing stage! When supporting your case, Shirley emphasized the importance of being concise and clear on what it is you want to accomplish. Remember that someone other than yourself is going to read this proposal, so is your plan as clear to the reader as it is to you?

When selling the case believe it or not, it's not always about money.

Consider how your proposal fits into the mission statement, vision and values of the company.

Once you have completed the work then comes the executive summary and the key sections would include: executive summary page, options with analysis, description of how specific action leads to desired outcome and the benefits and risks. Some other inclusions would be detailed financials and appendices. Basically the executive summary should be no more than two pages.

After learning all this, Shirley gave us an opportunity to practice. We broke into groups and were given an idea and worked with our team, and then tried to get a *yes* from the audience. As always we were having too much fun and time ran out.

MARLEE LOISELLE, CFE

▼ THURSDAY, JUNE 12, 2003

The Evolution of Food Safety

SPEAKER: Steve Burns, President & CEO, Priority Foodservice Solutions

Steve Burns kicked off our Food Safety journey with a brief overview of the evolution of food safety and why a HACCP system is a *matter of survival* and an integral part of risk management. The concept of food safety originated at the start of time when man had to forge for his survival, one of the first discoveries being the BBQ and cooking foods to medium rare. Storing food posed a challenge, leading to burying food to save it. Over the last 100 years electricity has changed the way we handle food, moving us away from ice as a cooling agent. Further, development of best practices has provided an understanding of what is required to keep food safe.

The age of space exploration gave birth to HACCP, developed for the NASA space program by Pillsbury in 1959, addressing three concerns: safe food for astronauts; system failures due to food contaminating equipment; and risk of microorganisms. The Red Lobster in Florida was one of the first to start quality management programs using HACCP.

Why HACCP? Simply put, it is a matter of survival. Risks, defined as the likelihood or probability of a hazard occurring, have increased, some with a global impact—50 percent of all recalls are related to imported foods and 300 new pathogens discovered each year. Other risks include an aging population with weakening immune systems, changing lifestyles with 40 percent purchased food use in the home and personal hygiene practices varying with cultural habits of employees. More risk is coming to the market place at great costs to business and we as food handlers have the public in our hands.

Risk Management safeguards the business—its products, its people and its processes. It demonstrates reasonable care—we can show that we have done everything within our capabilities to render food safe. It avoids legal costs and negative publicity and is a matter of long-term survival.

Why prepare for Crisis Management? To ensure that a crisis is managed effectively in a way that reflects timeliness, highest quality response, reduced impact, competency and sincerity. A crisis is NOT the time to learn new skills. *If it is predictable—it is preventable*. Basic elements in a crisis plan include a crisis management team, hazard analysis, recall procedures, information management and testing the plan. The key message communicated in a crisis being *Concern—Action—Perspective*.

▼ FRIDAY, JUNE 13, 2003

Risk Management: Protecting Your Customers & Your Business

SPEAKER: Tony Locke, Director of Quality, High Liner Foods Inc.

With a background as a regulator with Agri-Food Canada (now the Canadian Food Inspection Agency—CFIA) Tony presented a comprehensive overview of the Management of Risk in our Food Service Industry.

What is Risk? Why Manage It?

Chance of danger, loss, injury

Exposure to negative consequences

Food Safety Issues are continually emerging and changing. Since 9/11, an increasing awareness that food supply is vulnerable & that infrastructure must be protected. Recent Newsworthy issues (Mad Cow-BSE) made this presentation a very timely one indeed. Sources of *Farm to Fork* risks can be naturally occurring or deliberately introduced (tampering). Failure of any link in the chain can create catastrophic consequences.

Informed Consumer /Customer Expectation

People know very well that the safety of their food is not absolute. But...

They expect, and have the right to expect that those who offer food for sale have done everything that is reasonably possible to maximize it's safety.

Consumers are more educated, more aware, want more and have better access to information.

Many sources have bias—media, web, consumer activists and government.

Perception = Reality

Consumer concerns for risk, both real and perceived in the food supply will affect their selection and preparation practices. The consequences are obvious. Customers can take their business elsewhere... or worse. They demand quality, safety and security. Safe Food Sells.

Food Safety and Security Prerequisites

- Supply Chain Management
- Physical Security
- Water
- People
- Manufacturing controls
- Sanitation & Maintenance
- Storage & Distribution
- Training Programs
- Information Technology
- Recall & Traceability
- Self-Audit

Risk Management Strategies

Using some images to make his point, he showed the iceberg with only 10 percent visible above water, the farmer closing the door after the horse had left, and separated puzzle pieces depicting the weakest link. Structured words of wisdom were offered too.

The emphasis must be on:

- **Risk Assessment:** Know your risk. Use aggressive data collection and make it a continuous process.
- **Risk Management:** Food safety objectives need to be in place. These should be holistic and systems based. Success requires excellence in strategy, operations, people and leadership.
- **Risk Anticipation:** Preventive vs. Reactive HACCP is internationally recognized as an excellent risk control tool. Quality Management is a preventative approach, helping people to make good decisions and avoid crises.

Food Service Operations are probably the most difficult to control. Assess and Address aspects.

Do not bend to regulatory pressure. Never sweep anything under the rug. Success requires discipline. There is no turnkey solution...evolve and continue to change. Change your process. Change your HACCP.

The adage, *Do it Right the First Time* was voiced.

His final image: A Seatbelt is great but he prefers each person with a seatbelt and an airbag.

MARY BLISS, CFE

HACCP Pre-requisites: The A to Z of Getting Started

SPEAKER: Nicole Gardiner, RD, MHE

In this two hour session Nicole outlined the steps to take to develop a sound foundation on which to base a HACCP plan. Much of what is needed most operators are already doing as part of normal operations but there is a need to organize some of these activities and develop comprehensive written policies and procedures. Essentially the pre-requisites are Good Operating Practices (GOPs) which describe in detail the standards and procedures of a foodservice operation for the purpose of verification and standardization.

There are nine HACCP pre-requisites:

1. Training
2. Personal Hygiene
3. Sanitation
4. Transportation and Storage
5. Water
6. Pest Control

7. Equipment

8. Premises

9. Recall / Crisis Management

1. Employee Training

The training program must be documented and outline in detail the training staff are to receive, the completion dates, the instructor, and the expiration or retaining date.

Areas of employee training would include:

- Food Safety
- Sanitation
- CCP's (critical control points) and HACCP
- Temperature monitoring and calibration
- Specific equipment training
- WHMIS
- CPR and First Aid
- Personal Hygiene

The training must include the importance of and why certain aspects of the policy are included. For example explain why it is not acceptable to wear jewelry.

Develop a chart or spreadsheet to tract all the pertinent information to document each employee's training program.

2. Personal Hygiene

The document outlining the health and hygiene standards must be clear, concise, and posted in all areas including washrooms. Each employee should be given a copy.

The Personal Hygiene policy must cover:

- Hand washing
- Protective clothing
- Eating, chewing gum/tobacco
- Jewelry
- Visitors
- Storage of personal belongings
- Illness
- Communicable disease
- Injury / cuts and wounds

The importance of consistently following all aspects of the policy at all times by all staff, management and visitors was stressed.

3. Sanitation

Documented procedures are required for cleaning all equipment both moveable and *clean-in-place*. For moveable equipment the disassembly and reassembly instructions must be included.

The cleaning procedures must include information on the chemicals to be used, the concentrations and mixing procedures. For each chemical a MSDS must be available.

Checklists must be maintained and include the who, what, when, and how the cleaning and sanitizing is preformed as well as corrective action taken. The checklist must be signed.

4. Water

All water must be from a potable water source and tested regularly. If the water is from a municipal water supply then testing needs to

be done twice a year using a sample from the food prep sinks and ice machine.

Need to verify that the volume, temperature, and pressure of the water is correct to ensure the correct mixing of chemical solutions.

5. Transportation and Storage

Document GOPs for receiving, internal transport and storage.

The Receiving COP must include inspection of the cleanliness and temperature of the delivery truck.

Chemicals must be received and stored separate from food items.

The receiver must know the standards and that he/she has the right to reject deliveries not meeting the standards.

All food must be received in a manner that it can be stored at the proper temperature within 20 minutes.

All products must follow FIFO (first in/first out), stored six inches off the floor and two inches from the wall.

All stock must be labeled and dated to ensure proper rotation of stock.

6. Pest Control

A written pest control program is needed which includes the following:

- A licensed pest control company that has good liability insurance.
- Identify the internal person responsible for pest control to liaise with the pest control company.
- A map of the location of all traps inside and outside the facility.
- List of chemicals used and the necessary MSDS sheets.
- Log of visitations by pest control technician and corrective action taken.

7. Equipment

All equipment must be designed and installed to prevent cross-contamination. There must be proper drainage.

All food contact surfaces must be smooth, non-corrosive, non-toxic, non-absorbent, free from cracks.

The sanitation of the equipment must be detailed in the GOPs and a checklist maintained.

A preventative maintenance program is required for all equipment.

Temperature monitoring devices must be calibrated regularly.

8. Premises

The exterior of the building must be included in the GOPs.

Certificates of inspection are required for fuel tanks.

Pest control procedures are required.

A monthly physical inspection needs to be documented.

The design of the building should provide a forward flow for the food and prevent backtracking and crisscrossing.

9. Recall

Must have a system to track food within your system.

Identify the person designated to be in charge of a recall.

Maintain records of where products have been purchased from and when received.

Do mock recalls to test the system.

The policies and procedures are the foundation of the HACCP plan and must be documented. The training of staff to understand, follow and record the necessary information is very important.

CATHERINE MACKENZIE, CFE

Food Service Industry Experience—Discussion Among Experts

PANEL: Donna MacInnis, *PDt. Manager of Central Food Production, QEII Health Sciences Centre*; Jim Wyatt, *Director of Food Safety, Sobeys Atlantic Division*; Joe McGuinness, *VP Food & Beverage, Casino Nova Scotia*; and Tony Locke, *Director of Quality, High Liner Foods Inc.*

Donna MacInnis spoke of her responsibility of procurement, production standards of cook-chill facilities with multiple receiver sites. The vulnerable health of acute, rehab and long-term patients makes serving 1100 patients and residents daily a significant challenge.

The systems in place include bulk food and retherm. All staff have ServSafe (registered Trademark which is required in the Maritime Provinces). Emphasis is placed on Train the Trainer for Champions and Managers with a modified programme of 1-1 Food Safety.

Jim Wyatt, of Sobeys, Retail Industry Perspective to emphasize his *Buy Safe, Sell Safe programme* used the STAR:

- Standards
- Training
- Audit (Internal and External)
- Records & Documentation

Temperature Control and Prevention of Cross Contamination are high on his priorities as he oversees Quality Control for Sobeys in the Maritime Provinces.

They experience at least 100 recalls per year.

He explained that these are exciting times with increasing media, consumer knowledge, vigilance by all levels of government, need to provide due

diligence and public access to information.

He concluded that to provide assurance of quality to our customers, we must *Say what we do, Do what we say and Prove It!*

Joe McGuinness brought great knowledge to his presentation as well. He related his experience with Norwalk Virus in a previous employment relationship. Many diners fell ill within a 36 hour period having consumed raw seafood and salads. He was able to tell us the importance of due diligence and immediately establishing and maintaining open communication with the local Health Department. The importance of hand washing after using the washroom facilities was loud and clear.

Kitchen Design and Equipment selection was another area of expertise Joe shared. The bottom line of Financial return over investment (ROI) justifies the decision making process. The Casino serves many types of food to varying numbers of people in formal and informal locations. ServSafe Training is a high priority especially considering the high turnover of staff experienced.

Tony Locke, asked What is Risk? He gave a couple of plane and bungee jumper examples, then suggested we should understand absolutely. His points were based upon the knowledge we have of the challenges that exist. Namely:

- Foodborne Illness
- Foodservice Challenges
- High Volume
- High Turnover of Staff / Patrons
- Loss of Reputation Potential
- Consumer / Customer Perception = Reality
- Loss of Business Potential—or worse

To provide an example here, he quoted, *I'll tell two friends, and they'll tell two friends*

He concluded with the strong suggestion that we get going on Risk Management.

If you haven't started yet...HURRY...but don't rush. DO IT RIGHT.

MARY BLISS, CFE

Writing the HACCP Plan

SPEAKER: Kevin Freeborn, *CFM, CMR, FCSI, President, Freeborn & Associates*

Kevin Freeborn addressed the process of transition from a HACCP plan to a HACCP system and the impact HACCP implementation has on the organization process.

He stated that implementing HACCP using the *Project Management* approach is the transition from the development of a HACCP plan to the integration of HACCP as a system. It is imperative that the procedures documented in the plan are woven into the day-to-day operating practices. If they are not, then the plan is doomed.

education program

Mr. Freeborn went on to say that there are many stakeholders in the development of a food safety plan such as HACCP. Firstly there are the owners and managers who must be active in the process at all levels and take a leadership role in communicating the importance of food safety at all levels. There are the employees who must be committed to learn about food safety and HACCP as well as support the organizational goals and understand their specific roles in the food safety picture. There are also the suppliers who must understand the clients food safety *mission* as well as have food safety initiatives in place that support these customers requirements. Regulatory Agencies must also support and encourage HACCP initiatives by establishing standards that provide verification and validation services. Finally the customers must learn about food safety and support those who have implemented HACCP.

Although many establishments already have prerequisite programs in place that address food safety issues in areas such as premises, transportation, equipment etc., Mr. Freeborn identified 10 main phases that are involved when implementing HACCP using the project management approach.

Management Commitment:

A key part of management commitment is the development of a HACCP business plan that clearly defines the project's goals and objectives. The management must also be represented and active throughout the project.

Policy Communication:

A formal commitment to the HACCP system needs to be embodied in a policy statement on food safety and signed by Senior Management. All employees and stakeholders need to understand the time and effort required.

Assembly of HACCP Team:

All aspects of the foodservice operation require representation on the team, production staff, service staff and management.

HACCP Training (three areas requiring training):

Executives need to have an understanding of HACCP to develop a strategic plan.

The HACCP team will require detailed training in the science behind HACCP.

All employees charged with following food safety procedures will require job specific training.

Initial Assessment:

This stage of the project helps identify what food safety practices are addressed by prerequisite programs and where improvement is required.

Each of the processes and types of food used need to be organized and prioritized according to the risks posed.

The interrelationship of the processes at each stage in the flow of food from receiving to service needs to be identified.

Documentation of a HACCP Plan Development has five areas:

- Hazard analysis
- Identifying critical control points
- Setting critical limits and procedures
- Establishing monitoring procedures
- Identifying corrective actions

Implementation of Procedures:

Moving from a HACCP plan to a HACCP system will take time and patience. People will need time to adjust.

Verification and Validation:

Verification determines that there is compliance with the HACCP plan ensuring that implementations such as review of systems and corrective actions taken etc.

Validation is obtaining evidence that the HACCP plan is effective by confirming the correct CCP's have been identified and the test data verifies the effectiveness of control measures.

Keeping Records:

This will verify that the system is being followed. They should be simple, accessible and easy to complete.

HACCP System Maintenance:

This requires a plan review schedule that will update new recipes, new equipment, and new processes.

HACCP represents a new way of working, new information and new technology. The impact of change and how to manage it effectively will be critical for the projects success.

NANCY VAN AGGELEN, CFE

Life Balance—Work, Personal & Family

SPEAKER: Charles MacDonald, *Charmac Consultants*

As our last presenter on Friday afternoon, Charles engaged and entertained us with his recognizable Cape Breton accent. He examined the closest relationships in our lives, their effect on our self-esteem and our interaction with the world around us.

Common sense (75 percent attitude) helps us balance work, personal and family obligations. Relationships and our emotions significantly determine what our staff or customers respond to. By becoming emotionally engaged with people, we can build on and support their strengths. Putting emphasis on the governing values in our lives: hard work, honesty and trust...democratic bridges can be developed.

These principles are examples that organizations as well as families should strive for: becoming emotionally engaged and connected.

On a personal perspective, he reminded us to look inward, keep a positive attitude and self-image as ways to enable us to move forward in our professional and personal relationships.

DON BLISS, CFE

▼ SATURDAY, JUNE 14, 2003

Change Management

SPEAKER: Dr. Jeffery Young, *MBA, PhD., Mount Saint Vincent University, Halifax, NS*

Dr. Young is a Professor in the Department of Business and Tourism at Mount Saint Vincent University in Halifax, Nova Scotia. He has taught a variety of courses in management including Management Principles, Organizational Behavior, and other related courses.

The seminar started with the question *What is Change?* Change is movement from one state to another. Change can come in different ways whether it is planned versus unplanned or evolutionary versus revolutionary. Planned change can be more controlled and less stressful while unplanned can be chaotic and very stressful.

Dr. Young then went on to explain the Basic Model of Organizational Change. There are five stages to this model.

Unfreezing—creating a desire for change

Moving—implementation through training

Refreezing—the making of new policies, procedures and rules

Driving Forces—pushing the organization to change

Resisting Forces—things or people preventing change

There are three approaches a manager can use when implementing or managing change in an organization. The first approach is the Rational/Empirical change where the manager lays out the facts as to why the change is happening. The second approach is the Normative/Re-educative change where there is a change in values and beliefs through education and training. The third approach is Power/Coercive change where there is an imbalance of power and change comes through force.

With any change comes resistance. Resistance can come from three different levels within an organization. The first level is the Sub-Unit Level where there are different ways of doing things in departments. The second level is the Group Level where there are group standards and the third level is the Individual Level where individuals want to keep the status quo.

Dr. Young summed up his seminar with some ways to impact change through planning and communicating. Focus on specific attitudes and

education program

behavior within the organization. Try to get people that are trusted and are held in high regard within the organization to help persuade change. Provide information that is correct, timely and adequate and persuade using reason. He stressed there is no better way to implement change than meticulous planning and communicating.

LORNE DEUTSCH

Food Safety and the Future

SPEAKER: Gary Moulton, Food Safety Educator, NS Department of Fisheries and Agriculture

Gary Moulton discussed changes happening in the industry to develop uniform and practical standards on food safety across the country.

A major change is the unprecedented proactive involvement of the industry about HACCP programs because they want public and consumer confidence. They see the need to implement HACCP because of the potential financial costs of foodborne illness, an increase of at-risk consumers which include an aging population, and the changes in our eating habits as we are eating foods we have never eaten before. We know that in recent years, there has been discovery of new pathogens that have found ways to contaminate new and different foods, and that we are unable to provide constant surveillance to how our food is prepared.

Gary suggested that ignorance is no excuse when it comes to proper food handling practices. Education is key. In Nova Scotia, they are moving towards having all food handlers trained in food safety, and that management will be required to have a higher level of training. He stressed the importance of developing written policies and programs and involving inspection staff in this process. The most impor-

tant policy to stress is handwashing; it cannot be over emphasized as it is the single most important factor in prevention of disease transmission, and gloves and hand sanitizers are not always adequate replacements. Another important policy to put in place is the reporting and recording of illnesses. Records must be kept up to date and it should be ensured that all gastrointestinal illnesses of employees be reported. It is essential that we standardize our audit methods and menus so that staff will know exactly what to do if CCPs are not met and that new staff can be easily trained. Staff should also be required to attend in-services about required times and temperatures, how to use and calibrate thermometers, and be empowered to correct or report problems.

HACCP provides the workplace with hidden benefits. There is more control over processes, it can increase staff morale and can provide recognition by regulators and inspectors. 📷

JACKIE BROWN

A well deserved—Thank You



Dedicated to the members of the Dream Team for Taking the Mystery Out of Food Safety CFSEA Conference 2003.

Many of you are aware of the ultimate respect and admiration that I hold for the Conference Committee. The dedication and diligence they possessed to produce a magnificent and informative Educational Program, Entertainment Package including the Partners Program and out of this world Dining was second to none.

It takes a group of people like yourselves to inspire a group of people like this conference committee to reach new heights and to deliver... and did they deliver.

Halifax was able to conduct this conference in a limited time constraint with little internal funding. The support received from our industry partners attested to the attitude that people want to be associated with the CFSEA and believe in our future.

We have crossed borders with other industry associations and developed a rapport to produce a combined effort and encompass all aspects of the industry and deliver the best information, the best programs and the best communication in the history of our industry.

Many things have influenced our futures in the industry and it is important that we work together and find our particular niche in the Hospitality and Food Service Industry. The National Conference hosted at the Holiday Inn Harbourview... was a step in the right direction.

Thank you to everyone Internationally, Nationally and of course locally for producing a very successful and memorable event. It will be with many of us for many years to come.

With greatest Sincerity,
PATRICIA MYATT, CFE, CFM, CIP
Co-Chair Conference Committee 2003

THE CONFERENCE COMMITTEE:

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SHARON BEASLEY,
Co-Chair
Conference
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Canadian Food
Service Executives Association
Association Canadienne des Cadre
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PRESENTS

The 30th Annual Conference
30e Congrès Annual
Hamilton, Ontario
June 9th-13th, 2004
9 au 13 juin 2004

CONFERENCE TOPICS

Food Service Trends in Commercial and
Non-Commercial Segments

Education Trends in Youth and Continuing Education

Food and Physical Safety Trends—Training and Certification

Trends in Design of Restaurants, Cafes and Kiosks

Employee Training Trends

Trends in Trade Shows

Thinking Conference and Vacation...?

LOCAL ATTRACTIONS

African Lion Safari, Art Gallery, CN Tower, Canadian Warplan Heritage Museum, Chedoke Golf Course, Confederation Park and Wave Pool, Convention Centre, Copps Coliseum, Dundurn Castle and Military Museum, Farmers Market, Football Hall of Fame, Hamilton Air Show, Hamilton Place Theatre/Opera, McMaster University, Mohawk College, Niagara Falls Casino, Niagara Falls, Royal Botanical Gardens, VQA Niagara Wineries