



LIGHT of HEARTS VILLA

A Ministry of the Sisters of Charity Health System

Dear Residents and Families,

We are writing to address some recent feedback shared during our Resident Council meetings regarding the dietary program. First, we want to thank you for your honesty and insights. Your comfort and satisfaction with meals are incredibly important to us, and we're committed to making continuous improvements based on your feedback.

Immediate Feedback is Key

One concern we've identified is that issues with meals are often brought up long after they occur, rather than during mealtime. While we value all feedback, we want to encourage you to share your concerns immediately if something is not to your liking. Whether your meal is cold, unappetizing, or not what you expected, please let your server know right away. Additionally, both Jennifer and John are available during meals to address your concerns directly.

Part of the benefit of working with Metz Culinary Management is their flexibility to make adjustments to your meals. If you'd like something different, they are happy to accommodate. If one of the day's options doesn't suit you, you can always choose from the "Available Anytime" menu (also listed on the side of your menu for convenience). Please remember, you are never a burden by asking for changes or sharing concerns. We can only fix issues if we know about them in real time, and we want everyone to leave the dining room satisfied and well-fed.

The Science Behind the Menus

We also want to share a little more about the thought that goes into our menus. The meals are carefully planned and approved by a nutritionist to meet the dietary needs of residents and adhere to state regulations. We understand the transition to Metz may take some getting used to, but please rest assured that the menus are designed to provide balanced nutrition while still offering variety and flavor.

To help ensure everyone is familiar with the available options, a team member will now assist in filling out your menus with you. This will allow you to better understand the choices for each meal and select what works best for you.

Service Time and Efficiency

We've also heard concerns about the time it takes to be served. Our dining team serves meals on a rotational basis, which means some days you may receive your meal earlier and other days later. This process ensures fairness and accommodates the time needed to prepare certain trays. While there is still a learning curve, the team is continually improving and becoming more efficient.

We truly appreciate your understanding and patience as we continue to refine the dining experience. It is our priority to provide meals that not only meet your nutritional needs but also bring joy and satisfaction to your day. If you have any further suggestions or questions, please don't hesitate to reach out to Jennifer, John, or any member of our team.

Thank you for being part of our community and for helping us make the dining experience as enjoyable as possible.

Breanne Cavileer, LNHA, CDP
Executive Director