



Take a Journey of one week during survey and how 'Safe Dining' is ensured for the 'Susceptible' Customer, the Nursing Home Resident, from unique and very different points of view as told by Linda Handy, former dietitian specialty surveyor for CA Dept of Public Health, and Wayne Toczek, Innovations Services, Dining Services Consultant

"Linda Handy and Wayne Toczek communicate their passion for quality dining services in long term care and at the same time provide valuable and compelling information. I have never before gleaned such beneficial facts and concepts presented in such an entertaining narrative."

- Floyd Rhoades
CEO, Vista Cove Senior Living
Immediate Past Chairman of the Board, California Association of Health Facilities

"Food service professionals in the LTC industry should read this book and take an objective look at their own operation."

- Janet Schuch MBA, RD, LDN
District Manager, Cura Hospitality

"This is the book I have been looking for! It is so hard to find guidance on safe food handling for our skilled nursing programs. [This] book will be an excellent guide to help us move person centered care forward in the dietary department. It is practical and filled with many useful and important reference materials. I cannot wait to give this to my dietary staff."

- Sister Patty Creedon, Administrator
Mercy Retirement & Care Center Oakland, CA
Board Member of CA Coalition for Culture Change

"...a factual and accurate presentation of what happens on a LTC survey. The use of 'Handy Hints' and 'Resource Materials' references provided helpful guidance and information."

- Barbara McCorkle, RN
Former Nurse Surveyor, California Department of Public Health

Linda Handy, a former specialty surveyor for thirteen years, is a Registered Dietitian with a Masters in Food and Nutrition. She worked in LTC as a Director of Food Service and Dietitian before joining the CA Department of Public Health as a (dietitian) specialty surveyor and teaching at the new surveyor academy. She was on the CMS workgroup for the newly revised F 371 Sanitary Conditions. She serves on the CA Coalition for Culture Change Dining Pilot Project and teaches in the Dietary Supervisor Program at San Diego Mesa College. She is in demand as a CE presenter on survey preparedness for safe food handling, nutrition status and culture change. Many facilities are using her services for developing QA, mock surveys and mentoring staff. Coming soon: two recently authored books: *Inspecting Healthcare Kitchens: 50 Believe It or Not; Safe Dining at Home or Away*

Wayne Toczek holds a Bachelor of Science in Dietetics and has over 20-years experience in the food service and hospitality industry. He is a CMP consultant for The State of Indiana Long Term Care Division. Recently Wayne was accepted as a Sanitarian RE for the state of Ohio. He is a featured presenter at food conventions and has spoken at health care associations annual meetings. He is the creator of a training poster series on the culinary arts, wait staff service and survey compliance. Wayne recently authored three books: *The Dining Experience, The Cost and Price of Customer's Service, and The Food Service Tune Up.* " He is the CEO of Innovative Services, a dietary compliance company that provides resources and tools for effective management and regulatory compliance.

SAFE DINING FOR THE SUSCEPTIBLE CUSTOMER

SEVEN PROFESSIONAL VIEWS DURING A SURVEY

By Linda Handy, MS, RD
and Wayne Toczek, BS
Illustrated by Robert Sapien, BS



**Book & Study Guide: Approved for 6 CE credits for Dietitians, DTR, Dietary Managers, & Nurses
(by American Dietetic Association, Dietary Manager's Association, CA BRN Approver)**