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Module 3 - Introduction



Module 3- Communication and Customer Service



Audio with playbar controls



Module 4 - Learning Outcomes



Required Readings and Learning Resources



Diagnosis



Mike - What obligations do you have to report supplements that a resident may be taking? What would you do if you were asked by the resident to keep their health information confidential?



Focussed discussions

Comment on the question(s) provided and respond to a comment of at least one of your peers. Please review the Discussion Question Rubric for grading.

Required Readings, Resources, and Learning Activities

Read Chapter 10, pages 263 - 293. (Focus on principles of conflict and preferred responses in the workplace).

Document how you have handled conflict with clients, co-workers, staff in other departments, volunteers and visitors.

Videos

Watch the following video clip from BreakThruInMarketing (2013) and pay particular attention to the foundational definition of conflict and reasoning why conflict resolution matters. If the video does not play, copy and paste the following URL into your browser window: <https://youtu.be/KY5TWVz5ZDU>



videos used
for
instruction

Watch the following video clip from Paul Litwak (2013). Use the first scenario to link an example of workplace conflict with conflict that you may have had. Would you try these techniques mentioned in the video? If the video does not play, copy and paste the following URL into your browser window: <https://youtu.be/UpW5l9fgbs>



Welcome!

Hi - I'm Cynthia. I'm a chef by trade with over 20 years' industry experience. Culinary highlights include working with renowned Canadian Chefs and other dignitaries as well as the G8 conference and influencing the success of a variety of apprentices.



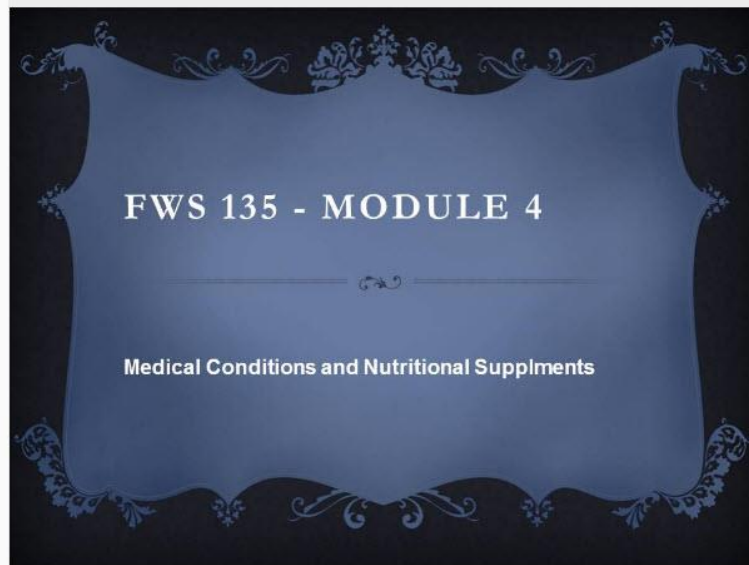
Personalized by the facilitator

Within the scope of my tenure, I have worked for large and small scale resorts, institutional facilities that include a security and elder care outlet as well as in-home high end private food service execution and a variety of specialty restaurants.

My favourite tool is any sharp paring knife, work philosophy is "adapt and overcome" and my favourite thing to make is bone broth.

I look forward to hearing from you too!

Please complete your profile by clicking [Checklist](#) and introduce yourself on the [Discussions \(Introduction topic\)](#) at the start of this



Module 4 - Introduction

Medical conditions can be change due to many factors. Supplements are on... which item that impacts the nutritional base of LTC residents. We'll explore the role of the Food Service Worker as it pertain... medical concerns.

New Add Existing Activities Bulk Edit

Module 4 - Learning Outcomes

Required Readings and Learning Resources

Diagnosis

PowerPoint can be viewed within the LMS



Assignment 1 - Communication and the Food Service Worker



Interview a professional in your field. It can be a co-worker, manager or administrator and ask him or her to explain the communication skills needed for success and advancement in your field. Share a short summary of the interview as part of your assignment submission.

Q1) What are the skills you already have? List a minimum of three skills.

Q2) Which skills do you need to develop or improve upon? List a minimum of three skills.

Q3) What action plan would you suggest? Write out a short action plan (how you will improve) by highlighting interpersonal communication topics and terms shared in Chapter 1 of the textbook.

Use this as a guide:

1. List your goal(s) _____.
2. Set milestones _____.
3. Determine what need to happen to reach your goals: (ie time set aside, taking a course in communication, practicing a certain type of communication, etc.)
4. Put your actions into a schedule or calendar.
5. Follow-through actions/ follow up actions.

Q4) How has communication technology helped or hurt the food service industry over the last 5 years?

Q5) What changes in communication are you expecting in the industry over the next 5 years?

Grading:

Each question is graded to a maximum of 5 marks.

Rubric:

Grade awarded for each question	0	1	2	3	4	5
Description	Student failed to answer the question.	Question was attempted but the answer was incorrect or incomplete.	Student responded to question but the response was inadequate for integrating course-related material.	Student responded to question and demonstrated strong use of course-related material.	Student responded to question and demonstrated excellent use of course-related material. Student showed additional input.	Student responded to question and demonstrated exemplary use of course-related material. Input provided was exceptional.

Assignment with rubrics

Reminder:

You will need to create a Word or text document, and name it using this format: (\"yourname_assignmentnumber_assignmentname\")

Dropbox Folders



New Folder More Actions

Bulk Edit

20 per page

Folder	Total Files	Unread Files	Flagged Files	Due Date
Assignment				
Assignment 1 - Shady Pines - Quality Client Care	0	0	0	
Assignment 2 - Shady Pines - Scheduling Time Off	0	0	0	
Assignment 3 - Shady Pines - Healthy Work Flowchart	0	0	0	

Bulk Edit

20 per page

Assignment Dropboxes

Using the Dropbox (2 min) ▾

My Home > Accounting 101 ▾

Chris Tennant ▾

Dropbox Folders

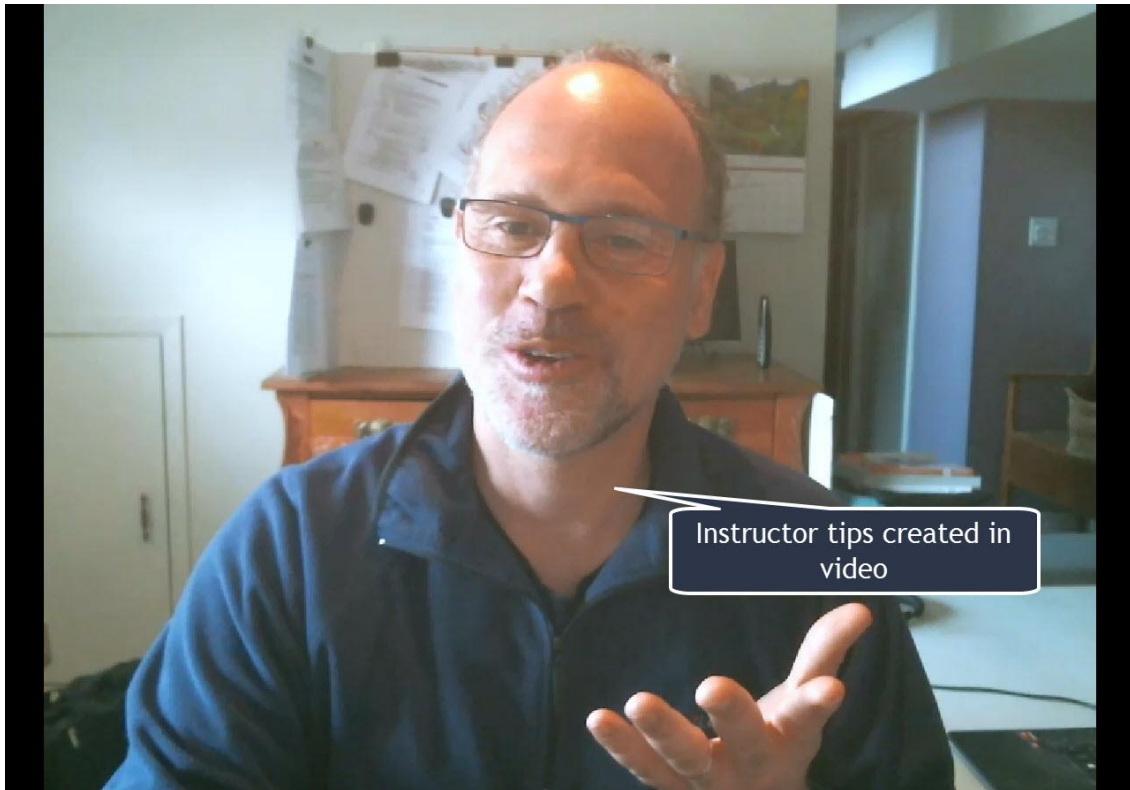
View History

The right hand columns show the due date for each assignment, and the number of submissions you've made.

Folder	Score	Submissions	Feedback	Due Date
Unit 1				
Assignment 1 Close	/ 50 - 76 %	1	View	Mar 15, 2013 11:59 PM
Assignm Atta W Ass	- / 50	0	-	Mar 29, 2013 11:59 PM
Group 1	- / 50	0	-	Apr 12, 2013 11:59 PM
Unit 2				
Assignment 3	- / 50	0	-	Apr 26, 2013 11:59 PM
Assignment 4	- / 30	0	-	May 10, 2013 11:59 PM
Group 1: Project 2	- / 30	0	-	May 24, 2013 9:02 AM

20 per page

Tutorials created in Captivate



1	Q1. Four of the six classes of nutrients contain carbon ...	T/F	1	1
1	Q2. If meals are prepared for clients that have higher c...	MC	1	1
1	Q3. The food service worker has to be aware of the adapt...	T/F	1	1
1	Q4. Most people know that too much fat in the diet can p...	T/F	1	1
1	Q5. _____ in the body serve as energy reserves ...	MC	1	1
1	Q6. The manner in which a food is processed and cooked i...			
1	Q7. There are _____major classes of nutrients that ...			
1	Q8. Lacto-ovo and macrobiotic are examples of vegetarian...			
1	Q9. Although water needs vary, many patients require abo...			
1	Q10. _____ (category) is the most harmful type...	MC	1	1
1	Q11. Thickened liquids are easier to swallow than thin li...	T/F	1	1
1	Q12. Because people in LTC and institutions tend to be ca...	MC	1	1
1	Q13. Sometimes a person's medical condition makes it diff...	MC	1	1
1	Q14. People whom are residents of institutions and LTC fa...	T/F	1	1
1	Q15. What are the key elements in the food we eat?	MC	1	1
1	Q16. Vitamins are organic and therefore provide energy to...	T/F	1	1

Multiple quiz formats are available

New More Actions

Bulk Edit

Grade Item	Type	Association	Max. Points	Weight
Assignments				75
Assignment 1	Numeric	Dropbox	25	33.3
Assignment 2	Numeric	Dropbox	25	33.3
Assignment 3	Numeric	Dropbox	25	33.3
Discussions				25
Discussion question - module 2	Numeric	Discussions	5	20
Discussion question - module 3	Numeric	Discussions	5	20
Discussion question - module 4	Numeric	Discussions	5	20
Discussion question - module 6	Numeric	Discussions	5	20
Discussion question - module 7	Numeric	Discussions	5	20
Final Calculated Grade				
Final Adjusted Grade				








Bulk Edit

Reporting

Dates	Course Learning Outcomes (CLOs)	Readings and Resources	Learning Activities	Evaluation	Weight (%)	Due Date
Module 4: Organizational Structure and Relationships						
October 23 – November 5	5.0, 5.1, 5.2, 5.3, 6.0, 6.1, 6.2, 6.3, 6.4, 6.5	Chapter 15. Websites and articles: Wisegeek Video: Mealtime Management	Reflective Questions	Discussion Question (Under the Umbrella)	5	October 29/17

Course schedule and learning plan

Dates	Course Learning Outcomes (CLOs)	Readings and Resources	Learning Activities	Evaluation	Weight (%)	Due Date
Module 5: Policies and Procedures						
November 6 – November 19	7.0, 7.1, 7.2, 7.3, 7.4, 11.0, 11.1, 11.2, 11.3, 12.0, 12.1, 12.2, 12.3, 12.4	Websites and articles: JohnMuirHealth.com Video: Dietary Aide III	Reflective Questions	Assignment 2 (Shady Pines – Scheduling Time Off)	25	November 19/17

-  **Welcome!** ✓
 -  **Greetings from your facilitator/instructor** ✓
 -  **Order Your Textbook** ✓
 -  **Netiquette - Things to know when communicating in this course** ✓
 -  **Accessibility, you and this course!** ✓
 -  **College Policies, Technology and the Help Desk** ✓
 -  **Discussions (2 minutes)** ✓
- Review this video to learn how to post comments and reply to questions in the discussion forums and topics. Discussion questions require asynchronous "not live" and will be focused on topics relevant to the course material.

Administrative information in one place