

**APRIL 10, 2025**

**MAPLE VIEW LODGE COMMITTEE OF MANAGEMENT REPORT**

**REPORT NO. MVL-013-2025**

**MEALSUITE FOOD SERVICE TECHNOLOGY**

**PAT HUFFMAN,  
TREASURER**

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**RECOMMENDATIONS**

**THAT** the Maple View Lodge Committee of Management recommends the non-standard single source award to MealSuite in the amount of \$96,915, excluding HST, be approved.

**FINANCIAL IMPLICATIONS**

The capital construction budget includes \$54,000 within the Information Technology budget which will cover the one-time hardware and software set-up fees in the amount of \$46,653.80 excluding taxes. Annual fees in the amount of \$2,496 will be included in the operational budget as well as the recurring costs of \$601.70 per month which included support and the interface to PointClick Care which is the current resident software.

The recommendation is for a 5-year period at which time the hardware will need to be upgraded.

**CLIMATE CHANGE IMPLICATIONS**

Where possible, reports are provided in a digital format to reduce the Counties' carbon footprint.

## **ACCESSIBILITY CONSIDERATIONS**

The United Counties of Leeds and Grenville makes every effort to provide services in a manner that is inclusive, to ensure accessibility barriers are reduced or eliminated where possible.

This report will be made available in alternate accessible formats on request.

## **COMMUNICATIONS CONSIDERATIONS**

Based on the direction provided to staff, this matter may require regular communication back to Committee of Management.

## **BACKGROUND**

The Occupancy Plan is considered one of the key milestones towards receiving Ministry approval and the necessary license to start accepting residents. It is required to be completed and submitted to the MLTC in accordance with the Development Agreement, the *Fixing Long-Term Care Homes Act, 2021* and O. Reg 246/22.

On March 2023 the Ministry released an update Occupancy Plan and Pre-Occupancy Review Instructions which provides the framework for the required submission. Through the Occupancy Plan the Operator must demonstrate to the MHLTC that the home has an appropriate plan in place to open and operate the facility including adequate staffing, staff orientation and the admission of residents. This plan must also be shared with any existing Residents' Council or Family Council prior to Ministry submission.

The purpose of the Occupancy Plan is to describe how staff will be recruited and oriented to the Home, describe how the home will plan for safe and efficient resident admissions and transfers including an admissions schedule and move plan, and describe how the Home will achieve operational readiness with respect to but not limited to supplies, equipment, devices, furnishings, food, medications and home-specific policies and procedures.

## **DISCUSSION/ALTERNATIVES**

Meals in LTC have been traditionally served using a batch cook process which is then portioned into pans and sent to the home areas to be served out of a steam table. This is the method that the MVL is currently utilizing.

In the redeveloped GTFH a new food model has been chosen which still requires a batch cook from the main kitchen with the meals being plated and then sent to each servery to be re-heated in a combi oven for approximately 15 minutes prior to the meals being delivered to the residents.

This new food model will require the MealSuite system. It is a fully integrated dietary, food production, inventory, kitchen management system designed to streamline administrative labour, reduce food waste and reduce risk while meeting the regulatory requirements.

The residents will be getting accurate meal, diets and textures that are delivered hot to the resident. The meal process system will be functioning in real time, with accurate amounts made and portioned to meet the resident's requests. MealSuite is also able to integrate with PointClick Care providing real time data ensuring that the necessary resident information such as a dietary change or an allergy is signaled to MealSuite.

This limits the risk of error that could occur in a normal paper system process. It creates the accuracy required with the ease of providing safe, hot and enjoyable meals to our residents. MealSuite combined with the new food model is going to streamline the food service process making it more efficient with a reduction in food cost and waste.

## **ATTACHMENTS**

Nil

The report set out above has been reviewed and the information verified by the individuals below.

**PAT HUFFMAN**  
**TREASURER**

**APRIL 1, 2025**  
**DATE**

**LINDA HUNTER**  
**ADMINISTRATOR**

**APRIL 1, 2025**  
**DATE**

**ALISON TUTAK**  
**INTERIM CHIEF ADMINISTRATIVE OFFICER**

**APRIL 1, 2025**  
**DATE**