

January 2008

WELCOME



From Pam Caswell, RD
Account Manager, Meals on Wheels

Happy New Year! I'm hoping that everyone had a safe and relaxing holiday season, and that you are now ready for an exciting year ahead! Last year we developed a number of exciting innovations, one of which was introduced at the OCSA conference in October - apetito hotserve.

This new solution allows Meals on Wheels providers like you to take control and ensure that the meals you provide are at their best at the point of service. After all, the moment of truth is when your clients sit down to eat and they deserve a healthy and nutritious, piping hot meal. As I write this, our first two customers are going live with apetito hotserve, so if you would like more information, please contact me.

Another exciting development in 2007 was seeing the first two apetito chefmobils hit the streets of Toronto. We have been running trials with two Agencies and these are reaching their conclusion. Over the coming weeks we will be evaluating the outcome of the trials and I will be happy to discuss these with you or to demonstrate the apetito chefmobil at your premises should you wish. Again, just contact me for more information.

Private Recipes is hugely committed to helping Meals on Wheels agencies deliver nutritionally balanced meals, soups and desserts. As important as good nutrition to health is food safety and that is why we invest so much effort into ensuring that we prepare our products in the best possible environment with the best possible controls. All of our products are prepared in a federally inspected, registered facility, operating according to a CFIA recognized HACCP program. Indeed, during 2007, apetito have put considerable investment into further enhancing our facility and if you can make it to Brampton at any time, I will be pleased to give you a tour.

We would also encourage you to extend our food safety procedures into your organization by adopting good food handling procedures. That is why we have dedicated this edition to sharing some of our recommendations for safe food handling all the way to the consumer. We hope you find this helpful.

We thank you for your continued support into 2008 and I look forward to working with you through the year.

FOOD SAFETY IS EVERYBODY'S PRIORITY

apetito firmly believes that “food should be its best at the point of service”. Our mission is to ensure that we achieve this in terms of taste, appearance, nutrition and food safety. From the moment a new meal idea is conceived to the point at which it's delivered, every stage of the process is important to ensure that food handling, safety and food temperatures are in accordance with regulations made under Ontario's *Health Protections and Promotion Act*. After all, everything we produce is served to those who are generally older and less well; people who are vulnerable to food-bourn illness.

We operate a federally registered plant which is HACCP certified. HACCP, which stands for Hazard Analysis Critical Control Point, is a quality assurance program outlining the conditions under which food is produced. This inspection system is designed to monitor the points during which the storage, preparation and service of food may become hazardous. Our HACCP procedures have been approved by the CFIA – FSEP and CFIA – QMP.



- CFIA is the Canadian Food Inspection Agency
- FSEP is an acronym for Food Safety Enhancement Program. FSEP uses the HACCP principals to provide a high level of assurance that meat products produced in Canada are safe and wholesome to eat.
- QMP stands for Quality Management Program, the corresponding HACCP program for fish and seafood products.

So, WHAT CAN YOU DO?

We make every effort to ensure the meals we deliver to you are safe. If you continue to handle the food safely and follow these simple guidelines, your clients will enjoy safe and nutritious food to help them stay healthy.

About 75-85% of all food-borne illnesses are the result of temperature abuse, so this is one of the biggest factors you can control. It's easy too! The Danger Zone for food is the range between 4°C and 60°C, so it is important to keep your frozen food frozen and your hot food hot!

As soon as we make a delivery to you, put the frozen food away in a freezer and don't leave it out for too long, especially on a hot day.

You can easily tell whether frozen food is at the correct temperate because it will be frozen! If it has started to thaw and has become soft to the touch, be cautious and check the temperature. Do not allow thawed food to be used if it has been in the Danger Zone for longer than two hours.

When heating our meals for your hot service, use a food temperature probe. These thermometers are low cost and very simple to use. Insert the probe into the thickest part of the food and record the temperature. Make sure you clean the probe after each use and before you insert it into another food item. Special probe wipes are available for this purpose. The meals and soups should have a probe temperature of 74°C at the end of the heating period. Meals and soups should be served to your clients above 60°C, so it will be useful to provide your delivery people with probes too.



Above 4°C for frozen food and below 60°C for hot food is in the danger zone and there could be a risk of food poisoning – be careful!

THIS EDITION OF HEALTH NEWS: VEGETARIANISM

It's common knowledge that Vegetarians don't eat meat—but it's not necessarily that simple! We thought a little bit of information about the various choices vegetarians make about their diet might be helpful.

The most common types of vegetarians encountered in foodservice operations include:

Ovo-vegetarian: includes eggs; excludes all meat, fish, poultry, dairy products.

Lacto-Ovo vegetarian: includes milk and egg products; excludes all meat, fish, poultry.

Lacto-vegetarian : includes milk products (cheese, butter, yoghurt & milk); excludes all meat, fish, poultry and egg products.

Vegan: includes only food from plant sources; excludes all meat, poultry, fish, seafood, eggs, milk & milk products, honey, gelatin.



Balancing the Diet

Depending on the type of vegetarian diet followed, it is extremely important that the diet is balanced and includes sources of all required nutrients. The following are the key nutrients that may be lacking in some vegetarian diets and their food sources:

- **Vitamin B12:** dairy products, eggs and vitamin-fortified products, such as cereals, breads and soy and rice drinks.
- **Vitamin D:** dairy products, calcium-fortified orange juice and vitamin– fortified products.
- **Calcium:** dairy products, dark green leafy vegetables, broccoli, chickpeas and calcium-fortified products, including orange juice, soy and rice drinks and cereals.
- **Protein:** dairy products, eggs, tofu, dried beans and nuts.
- **Iron:** eggs, dried beans, dried fruits, whole grains, leafy green vegetables and iron-fortified cereals and bread.
- **Zinc:** wheat germ, nuts, fortified cereal, and legumes.

As vegetarian diets tend to be rich in fruits, vegetables and whole grains they will naturally be higher in fibre and lower in fat. This alone may improve cardiovascular health by helping to lower blood cholesterol levels and assisting in the maintenance of a healthy weight.

Private Recipes Offers Tasty Menu Solutions

Private Recipes offers you a great selection of healthy and delicious vegetarian meal options to help you meet the needs of your customers. With a wonderful assortment of entrees and soups, our vegetarian menu options can be ordered as individual complete meals, purees or minced.

If you need more information or advice, please contact Sandy Cardinal by phone at 1-800-268-8199 ext. 227 or by email at sandy.cardinal@apetito.ca

DID YOU KNOW?

That China is the world's largest apple producer, growing 7 times more apples than the US and Canada combined.

OPTIONS FOR YOUR MEALS ON WHEELS SERVICE

Here is a short reminder of some of the solutions that we offer to support your Meals on Wheels service. Our aim is to help you ensure that your clients receive quality, tasty and nutritionally balanced meals.

Frozen Meals Service

The frozen meals service from Private Recipes is already provided to over 150 communities across Canada. We produce a menu brochure with details of over 80 products – soups, meals, desserts and special diets – so your clients have lots of choice. After they make their selection, you can place their order with us and we will pick it in our cold store. We assemble your orders into individual bags and then label them, ready to be delivered for your volunteers or staff to distribute.

Receiving frozen meals helps your clients to maintain independence at home, giving them the choice of what to eat and when.

apetito Hotserve

Take control of your hot meals service with this food heating solution. This complete system offers an easy-to-use heating cart which will heat Private Recipes meals and soups directly from frozen. Simply load the cart according to your menu for piping hot meals, ready for delivery by your volunteers in our specially selected insulated bags. The full system can be installed at your location and we offer full training and support.

apetito chefmobil

The apetito chefmobil is a mobile heating solution, heating the meals on the actual delivery route and then keeping them hot throughout the delivery process. The pilot program in Toronto is just concluding, where two have been operating for nearly four months. We expect to be able to share the results of the pilot soon.

Online Ordering and Nutrition Information

You can conveniently order from us online 24 hours a day, 7 days a week. Also, our website includes full nutritional data sheets for all our products as downloads, for you to consult and print as you need them. Of course, we can also be contacted by telephone where Tracy & Lindsay can assist with your order or Sandy can help with your nutrition and diet enquiries.

If you would like more information about any of the ways that we can assist you, please contact Pam Caswell by phone at 1-800-268-8199 ext. 240 or email at pam.caswell@apetito.ca



A member of the **apetito** group

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