



Lakeside®
is the exclusive
US manufacturing
and distribution
partner for
SUZYQ

MEAL DELIVERY

SUZYQ CART SYSTEM

The solution for creating **a person-centered dining environment.**

Significant food cost savings
Hotter food
Personalized serving sizes

Less food waste
Positive interaction
Customizable cart



MADE IN THE USA

L LAKESIDE®

MOVING **FOODSERVICE** FORWARD™

MEAL DELIVERY

THE **FOOD DELIVERY SOLUTION** FOR RESIDENTS

The SuzyQ cart allows each resident to be part of the decision-making process during meal times on a daily basis, maximizing independence and autonomy – key components of a person-centered approach to dining!

Benefits Of Self-Determined Meal Service

- Significant food cost savings
- Substantial decrease in food waste
- Hotter food for residents
- Reduce dietary preference lists
- Person-centered, direct interaction between food service staff and residents
- Greater meal satisfaction
- Fast, efficient and hot meal delivery
- Empower residents in meal decision

**Person-centered dining solution for:**

- Assisted Living
- Skilled Nursing Home
- Independent Living
- Memory Care Units
- Palliative Care Units
- Extended Care

BREAKING NEWS...BREAKING NEWS...

New Legislation Effective November 2016

THE CMS STANDARD embraces the importance of food and dining and supports the critical role of the food and dining experience.

This includes the nutritional value of food, the way food is presented, the environment in which food is presented and the human interactions that occur during the dining experience. Food must be prepared in a manner designed to meet individual needs and accommodate resident allergies, intolerance and preferences. The SuzyQ Cart System can help you meet this regulation.

For more information:

<http://www.anfponline.org/news-resources/anfp-news/news-details/2016/09/30/cms-finalizes-new-ltc-regulations>



Hotter food



Large pull-out drawers



Many color options



Direct resident interaction

SUZYQ CART SYSTEM

(1 cart serves 20-40 residents)

- Includes complete staff training manual with webinar, email and phone support from a Registered Dietitian to ensure great implementation
- Perfect to serve hot & cold menu items
- System exceeds CMS regulations
- Overall dimensions: 39" L x 34" W x 35" H (with bumpers)
- Two 12" x 20" x 6" hot food wells to hold variety of insert sizes (inserts not included)
- Individual heat controls for hot wells, and drain hose
- Two drawers (unheated) – Top holds two full-size x 4" inserts (order separately); bottom supplied with 5" deep removable poly liner
- Unheated plate shelf measures 9"H x 10"D
- Retractable condiment insert rail to hold inserts
- Ergonomic push handle
- Heavy-duty 6" casters 2 c/w directional locks and 2 c/w brakes
- 208V, 1-Phase, 15A, Nema L6-15 twist cap. (240 Volt available on special request)
- When ordered with heated drawer, electrical requirements change to 208V, 1-Phase, 20A, Nema L6-20 twist cap
- Protective roller bumpers
- Laminate Decorative Panels – many colors to choose from
- Made in the USA



OPTIONAL ACCESSORIES

- Heated Top Drawer (own control dial)
- Removable Poly Cutting Board – 9½" x 28" x ¾"
- Removable Binder Holder – not shown; see website
- Heated plate shelf

MINI SUZYQ CART SYSTEM

(1 cart serves 1-20 residents)

- Includes complete staff training manual with webinar, email and phone support from a Registered Dietitian to ensure smooth implementation
- Perfect to serve hot & cold meals up to 20 residents
- System exceeds CMS regulations
- Overall dimensions: 39"L x 26"W x 35" H (with bumpers)
- Steam well holds nine 1/6 insert pans or similar combination (inserts not included)
- 110-120 Volt power (standard plug), drain and drain hose
- Unheated plate shelf measures 9"H x 10"D
- Ergonomic push handle
- Retractable condiment insert rail to hold inserts
- 4 tray slots to hold extra supplies on standard 15 x 20 trays (trays not included)
- Heavy-duty 6" casters 2 c/w directional locks and 2 c/w brakes
- Protective roller bumpers
- Laminate Decorative Panels – many colors to choose from
- Made in the USA



**Mini
SUZYQ
available for
US market
in March
2017**

OPTIONAL ACCESSORIES

- Removable Poly Cutting Board – 9 1/2" x 22" x 3/4"
- Removable Binder Holder – not shown; see website
- Heated plate shelf



WHAT CUSTOMERS ARE SAYING...

"The SuzyQ cart System works very well and I highly recommend this concept. Suzanne's customer service has been great! Residents can make choices although staff serving still need to ask residents and observe residents as they may not want to say anything about the food. It is well accepted by the residents and staff - we can't imagine any other way!"

– **Denise Turnbull**, Food Service Manager,
Windsor Elms

"The SuzyQ cart System not only assists homes to meet Federal CMS requirements, it does so better than any other institutional system since point of service is at each and every resident. It also positions the home to meet the new Dining Practice Standards better than any traditional institutional system. And beyond regulations and standards, we all know that people want, prefer and appreciate choice of hot, nutritious food brought right to us. That, in and of itself, may position a home to be where people want to live compared to many where they do not. Meeting and exceeding requirements and standards becomes just a bonus to the person living in a home using the SuzyQ cart system."

– **Carmen Bowman**, CMS Regulator turned Educator
Edu-Catering

"Gloucester House loves their SuzyQ cart, thanks for such a versatile and useful product. It really DOES make a difference!"

– **Linda Brazil**, Director of Dining Services,
Commonwealth Assisted Living

"I like the SuzyQ cart mobility, the size, weight, etc, basically, I like it all. I think it is a very practical piece of equipment."

– **Mohsen T. Saberi**, RD – Manager Food Services,
Sodexo, UBC Hospital

"From a financial perspective, you have more control on your food costs as waste is eliminated. By interacting one on one with the consumer you have better control on your portions which in turn helps drive your production reports. Knowing how much to produce before the meal is served streamlines purchasing. Overall the SuzyQ cart System helps the dietary staff and the residents to embrace one another and connect more honestly. When you empower the resident with control over what they eat and how much they want to eat, their nutritional needs are met."

– **Kevin Poland**, Director of Support Services,
Jackman Manor

Not exactly sure how to move away from institutional tray service, or boring pre-plate service? What does "person-centered" meal service actually mean and look like, and how do you do this with limited resources and meet regulations?



Come to a FREE webinar class and learn more! Also, phone and email support is available from a Registered Dietitian who specializes in culture change in Health Care communities. We are here to help you and your team be successful at resident focused meal service, while saving you money. **Visit our website to learn much more!**

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For more testimonies, photos, videos, and ideas,
visit **eLakesideFoodservice.com**