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## High Risk Customers: Serve Your Fare With Extra Care

### National Food Safety Education Month 2010



National Food Safety Education Month

Make plans now to celebrate the 15th annual National Food Safety Education Month (NFSEM). Since it began in 1994, this annual month-long September event highlights the importance of food safety education in industry.



Each year a new theme, posters and training materials are created to help reinforce proper food safety practices in the industry. Sysco is proud to partner with the National Restaurant Association to sponsor the event. This year's theme, "High Risk Customers: Serve Your Fare with Extra Care" is of particular interest to the healthcare and senior markets.

The training materials, posters and activities are free of charge and available at [www.servsafe.com/nfsem](http://www.servsafe.com/nfsem).

Here is a sneak peak at this year's modules:

#### Week 1 - Recognizing High Risk Customers

*A high-risk person's immune system does not work as well as most people's. Unsafe food can cause serious problems for high-risk customers. Looking at a customer does not tell you they are high-risk. Practice food safety on a daily basis to help protect high-risk customers.*

#### Week 2 - Children and Food Safety Risk

*Infants and preschool children get sick from food more easily than adults. Lower the food safety risk for children. Don't offer chicken raw or undercooked meat, poultry, seafood or eggs. Follow food safety practices on a daily basis.*

#### Week 3 - High Risk Customers: Foods to Avoid

*Any customer might be a high-risk customer. Help customers make safe meal choices. Know which items on your menu should be avoided by high-risk customers, and properly cook food items to help keep them safe.*

#### Week 4 - Serving High Risk Customers Safely: Minimum Internal Cooking Temperatures

*Help high-risk customers steer clear of undercooked food. Cook food to the required minimum internal temperature. Use a thermometer to make sure it has reached the right temperature.*

#### Week 5 - Five Food Safety Risk Factors

*Avoid the five most common factors that make food unsafe to eat.*

## Farm Fresh

SYSCO is taking a *leading* role in support of a new vision for agricultural practices designed to protect the land and environment. We continually seek out new ways to grow, harvest and distribute food in a manner that not only preserves and protects the environment, but strengthens our ability to deliver the best possible quality to our customers. In this way, we ensure a healthy future not just for our planet, but for our businesses and end users alike.



Through a series of initiatives, SYSCO is contributing to environmental stewardship and rural social vitality.

### ***Integrated Pest Control***

Our sustainable/Integrated Pest Management program is having an impact on how food is grown in the United States. The program protects environmentally sensitive growing areas, soils and water by strictly controlling the use of pesticides to eliminate pests. We make participation in the program a requirement for every supplier of Sysco brand canned and frozen fruits, vegetables, and potatoes.

### ***Sustainable Food Laboratory***

Sysco actively participates in the Sustainable Food Laboratory, an international initiative made up of more than 90 members from the public and private sectors, academia, and the scientific community. The Sustainable Food Laboratory has a vision of a sustainable food and agricultural system that enhances soil fertility and water quality, cleans the air, and protects biodiversity while ensuring that the food we eat is not only safe and healthy, but also affordable.

### ***Buy Local, Sell Fresh***

Our company is responding to the consumer demand for more local and sustainable produced foods by linking the farmer with the modification of existing procurement and distribution of supply chains. A select group of Sysco operating companies have implemented the idea of procuring fresh, locally grown produce for restaurant customers. This local foods initiative program helps us deliver the freshest, best-tasting food to our customers while contributing to the ongoing success of smaller, local farms and producers. And because local food doesn't have to travel very far, it may reduce carbon dioxide emissions and wasteful packing materials while saving on transportation costs. Often locally procured produce can be delivered within 24 hours of harvest for the freshest possible flavors and less inventory burden.

To learn more about what Sysco is doing to promote locally grown products and sustainable business practices, visit [www.sysco.com](http://www.sysco.com).

# Sysco's Tool Box *Giving our customers the keys to succeed!*

## Put the Power of IMPAC to Work for You!

Imagine how much easier life would be if each day you received a complete set of instructions for every aspect of your foodservice operation. Sysco INGENIUM provides that and more - with IMPAC, an innovative menu planning service designed to keep your foodservice quality high and your cost per patient/resident on budget. No matter what your menu goals are, IMPAC has an option for you.

IMPAC is a total menu system, a flexible means of providing everything you need to keep your foodservice running smoothly and efficiently. A highly professional and dependable service, IMPAC helps improve overall satisfaction with your foodservice operations.

You will enjoy the benefits of IMPAC every day - as well as its impact on your operation long term.

- **Less Hassle** - With IMPAC, menu cycle changes are a snap.
- **Affordable** - IMPAC is much less expensive than contracting for menus on an individual basis.
- **Easy to Use**
- **Variety** - New menu item can be a welcome change to your facility.
- **Complete** - Daily sets of instructions give you all the guidance you need to produce and serve the menus.
- **Budget Conscious** - You can identify menu cost per patient the day before you start to make sure it is within your budget.
- **Time Saving** - With IMPAC, ordering groceries is faster and simpler.

**NEW!!!**

**New to IMPAC** - Coming this summer, Sysco is expanding the IMPAC menu options with the addition of **NetIMPAC**. NetImpac is a web-based program for menu planning, recipe creation, production, costing, and order generation. For the food service manager, NetImpac improves efficiency and provides valuable tools to help control food cost.



Features of NetImpac include:

- **Menu Cycle Management**
  - Edit menus at the facility level
  - Easily see how menu changes affect nutrition
  - Quickly view cost variation when editing menus
- **Recipes**
  - Access to over 14,500 recipes
  - Copy and edit recipes
  - Create your own recipes
- **Reports**
  - At-a-glance Menus - print by the day, week, or month
  - Diet Spreadsheets
  - Nutrition Analysis - Average Daily Nutrition and Detailed Nutrition Report
  - Average Daily Cost
  - Production Guides by prep area
  - Recipes - quantification based on census and menu
  - Order Guides - based on census and menu

**Contact your local Sysco Healthcare Specialist or Marketing Associate to put the power of IMPAC to work for you!**

# Dollar\$ & \$en\$e

*Helping You Achieve Your Financial Goals*

## *Giving Conversation a Place at Mealtime*

How many of you remember as a kid being entertained by your placemat when you went out to eat? The staff at Battle Lake Good Samaritan is using inexpensive and free "placemats" to help spark conversation in the dining room.

Emily Larson, dietary director at Battle Lake, and her staff use beautiful photos from calendars and catalogs at each place for residents at mealtimes. This practice not only has led to many great conversations between resident tablemates, but has fostered discussion between staff and residents as well.



For residents, the photos spark conversation about their interests or memories. Emily actually made a mail order for some flowers based on a conversation with a resident over her "placemat". Emily has even had residents keep their placemat as "artwork", noting one resident kept the calendar photo placemat of the John Deere tractor in his room.

Most of the photos have been donated by volunteers who bring in photos from calendars and catalogs they receive.



*Thanks to Emily Larson, Dietary Director, and the staff at Battle Lake Good Samaritan for sharing their idea and photos.*

# Culinary Corner

*Adding Flair to Foodservice*

## Proper Storage for Seasonal Eating

Proper food storage has a huge impact on the quality of your fresh produce. Follow these tips for storing your fruits and vegetables to keep them at their optimum quality and freshness.

**Apricots:** Store in the coldest part of your walk-in, away from moisture producing items. Apricots kept too warm will become mealy.

**Bananas:** During warmer days and nights, you need to watch closely the ripening of bananas. In the carton, the fruit can really build up heat, causing the fruit to ripen virtually overnight. It is best to buy your bananas a little on the green side, unless you are serving them the same day as you receive them. When you receive your bananas, put them in the coolest part of your storage room.

**Cucumbers:** Should be stored in the warmest zone of your walk-in. If they get too cold, a cucumber will easily get "chill damage", causing the inside to turn translucent.

**Green Beans:** Breathe faster than any other fruit or vegetable. The best way to slow their breathing is to keep them ice cold. Also keep them out of direct airflow from your walk-in fan, and keep them covered or in the plastic bag.

**Lettuce:** Loves near freezing temperatures for storage, 34-36 degrees. Do not store in the direct airflow of your cooler fans, which would cause fast dehydration.

**Peaches:** Will ripen best at room temperature, covered. If left uncovered in the open air, they will dehydrate, lose moisture and shrivel.

**Red/White Potatoes:** Are comprised of starch and sugar. Because there is more sugar than starch, those sugars will break down quickly unless you refrigerate them, but you must store them in the warmest part of your walk-in, usually by the door. The longer red or white potatoes are in your walk-in, the more likely they will get chill damage.

**Sweet Onions:** Sweet Onions will draw moisture from vegetables they may be stored with. They can be stored in your walk-in, but by the door, where it is the warmest and away from very moist vegetables like lettuce and greens.

**Tomato:** Should not be stored in the walk-in. Cold temperatures will stop the ripening process and cause chill damage. Tomatoes should be stored in the coolest part of your storeroom, out of direct sunlight. If you must store them in your walk-in, keep them in the warmest part of the walk-in, closest to the door.

**Watermelon:** Is 92% water and will dehydrate very quickly, so keep them ice cold in the coldest part of your walk-in. Use watermelon right away.



# Sysco's Recipe Box

## Tomato Vegetable Medley

Yield: 50 servings, 1/2 cup each

- Celery, cut in strips 2 pounds
- Carrots, cut in 2" strips 2 pounds
- Onions, sliced 2 pounds
- Green Peppers, cut in strips 1 pounds
- Green Beans, cut 7 pounds and 4 ounces
- Tomatoes, diced 6 pounds and 8 ounces
- Salt 2 Tablespoons
- Flour 6 ounces
- Margarine or Butter 10 ounces
- Black Pepper 1 teaspoon
- Granulated Sugar 3/4 cup



1. Steam celery and carrots for 15 minutes.
2. Mix all ingredients and place in pans.
3. Cover with aluminum foil and cook in steamer for 30 minutes.

Note: Vegetables may be baked for 1—1 1/2 hours at 250F. Do not precook celery and carrots.

## Ask Our Dietitian

**Q. I've been hearing a lot about eating a healthy diet, and I keep hearing about legumes. What exactly is a legume?**

A. A legume is a term that refers to a class of plants where the edible seed grows inside a pod. Legumes can be a great part of a healthy diet, because they are a source of protein, important vitamins and minerals, and are also high in fiber.

Even if you aren't familiar with the term legume, you have probably enjoyed a legume either on its own or in your favorite recipes. Here are a few examples of legumes:

Black-eye Peas

Black Beans

Edamame

Fava Beans

Garbanzo Beans (Chickpeas)

Green Beans

Kidney Beans

Lentils

Lima Beans

Peanuts

Soybeans

Sugar Snap Peas

# New Items at Sysco North Dakota

<u>Item #</u>	<u>Pack/Size</u>	<u>Brand</u>	<u>Item Description</u>
7819703	2/8 lb	Jones D	Ham Smoked Cherrywood AHA

**Jones Dairy Farm Double Cherry Hardwood Ham**  
**American Heart Association Certified**  
**Certified Gluten Free**



Each 2 oz serving of AHA Certified Ham provides:  
 Less than 3 g fat 80 calories or less 270 mg sodium 9 g or more of protein

Jones Dairy Farm brings quality ingredients and a 100-year-old curing process so there is no compromise in taste. The sweet taste of cherry hardwood smoking, combined with heart-healthy ingredients, provide a flavorful option for your menu.

## Gelatein An Exciting New Product

**Gelatein™** is a delicious tasting, shelf stable, ready-to-use gelatin dessert.

**8571685 Gelatein SF Orange 36/4oz.**  
**8571699 Gelatein SF Fruit Punch 36/4oz.**  
**(currently Sysco Minnesota demand item)**



In each 4 oz. serving, Gelatein provides:

20 grams of protein	88 calories
64 mg of sodium	31 mg potassium

- It tastes great – comparable if not better tasting than the leading brand of gelatin dessert on the market, with none of the off tastes often associated with protein supplements.
- The product is suitable for all clear liquid diets, renal, wound healing, bariatric and pediatrics.
- It's sugar free, lactose free, gluten free and very low in sodium, potassium and phosphorus.
- Both flavors are now in stock at Sysco Minnesota and available to order.

# Upcoming Events

## September 2010

National Food Safety Education Month	
6	Labor Day
16	Sysco North Dakota Trade Show Bismarck—Ramkota Hotel
11	Grandparents' Day
12—18	National Assisted Living Week
14	Twin Cities District Dietetic Mtg
22-24	SDAHO Fall Conference Sioux Falls, SD
27—29	SDHCA Fall Conference Sioux Falls, SD
28-30	NDLTCA Fall Conference Bismarck, ND

### Plan Ahead for:

#### November 2 or 4, 2010

Sysco Webinar Series  
2010 Dietary Guidelines

#### November 6-9, 2010

ADA Food & Nutrition Conference & Expo  
Boston, MA

## October 2010

5	Sysco MN Holiday Showcase Duluth MN
14-15	Ala of SD Fall Conference Deadwood, SD
18-20	Advantage Update 2010 Fargo, ND
21-22	MN State DMA Meeting, St. Cloud, MN

# ServSafe®



ServSafe Class—Sysco North Dakota  
Full Certification Course and Exam  
October 21, 2010

United Retirement Center - Brookings, SD

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