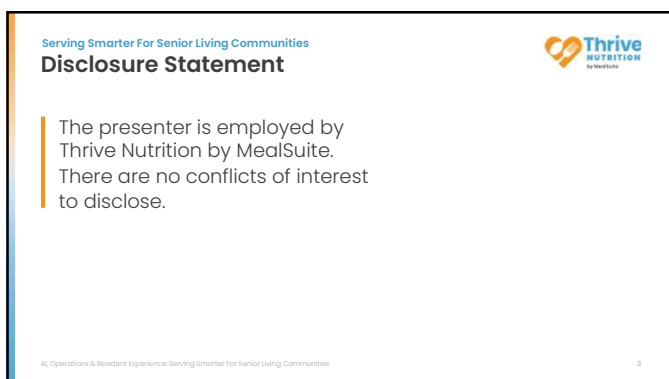




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3

Serving Smarter For Senior Living Communities



Governing Philosophy

Well executed food & nutrition programs do not happen overnight. It takes planning and dedication to provide the best and safe dining experience for our residents and patients.

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4

4

Serving Smarter For Senior Living Communities



Setting the Stage

The future of senior living dining isn't about replacing the human touch, it's about amplifying it.

This session explores how AI and smart operational tools are transforming foodservice in assisted and independent living communities. Forecasting demand, reducing waste, and streamlining production so dining teams can focus on what residents' value most—warm, personalized, restaurant-quality experiences.

You'll see real-world applications in menu planning, dietary management and labor optimization, and leave with practical ways to serve smarter: improving efficiency, controlling costs and elevating the resident experience all at once.

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5

5

Serving Smarter For Senior Living Communities



Learning Objectives



AI works behind the scenes
From demand forecasting and automated menu planning to reducing food waste, intelligent tools handle the heavy lifting so your team can focus on residents.



Operations run leaner & smarter
Streamline production, inventory, and labor with data-driven workflows that cut costs without cutting corners.



Personalization at scale
Honor dietary needs, allergens, and individual preferences for every resident, every meal, without overwhelming your staff.



Hospitality elevated, not replaced
Technology frees your team to do what matters most: creating warm, restaurant-quality dining experiences that residents look forward to.

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6

6

JW1 Feel free to update, this was a suggested format from Claude.
Jon Williams, 2026-10-02T03:16:25.661

Thrive
NUTRITION
by Microsoft

AI in Food & Nutrition Operations

Use of AI to enhance operations & allow staff more time with residents

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7

AI in Food & Nutrition Operations

What AI Is and How It Works

Thrive
NUTRITION
by Microsoft

AI is software that has read an enormous amount of material and learned the patterns in it. When you ask it something, it uses those patterns to build an answer.

1. It learns from examples

- Trained on more text, images and numbers than a person could read in a lifetime

2. It practices

- Guesses, sees what came out wrong, adjusts then goes again
- Trial and error, much like a cook testing a recipe

3. It builds answers, it doesn't look them up

- It assembles the most likely answer rather than finding a filed fact

4. It only knows what you give it

- Knows nothing about your community, your residents or your menus
- Until you tell it, or a system connects it for you

Very good at careful, repetitive work. Not good at guessing what you never told it, which is why human review is always required. Never add sensitive or personal data into AI tools. Always use AI tools approved by your company.

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8

AI in Food & Nutrition Operations

Current AI Trends

Thrive
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In **three years** these tools went from **answering a question** to **finishing the work**.

2023

Chatbots

Answered a question.

2024 to 2025

Copilots

Helped you work faster.

2026

Agents

Acts as your digital assistant.

AI adoption and prioritization is growing. In a recent survey of senior living professionals:

65%

Say AI tools are their top technology investment priority for 2026, ahead of data analytics at 52%.

75%

Say their staff already has a Microsoft Copilot subscription, up from 63% the year before.

Over 85%

Have already implemented some kind of automation somewhere in their organization.

Source: Ziegler Link-age and LeadingAge CAST CTO Hotline survey, July 2026.

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9

OALA - Fall Conference & Trade Show

3

AI in Food & Nutrition Operations

Why AI Matters in Healthcare & Senior Living Foodservice



Our menus can carry a safety risk. A missed diet order, texture or allergen isn't a small mistake, so accuracy matters more here than almost anywhere else.

Food costs keep climbing. Prices move every week while budgets stay the same, so small savings across many orders add up quickly.

Short-staffing is common. Time is the resource we have least of, and a lot of it goes to administrative tasks or data entry.

The same tasks repeat daily, weekly and monthly. Repeating tedious work is exactly what AI does well, which gives dining a huge opportunity to benefit.

One important rule
Never paste resident information into a public AI tool, because that's a privacy breach. Be sure you're using a secure version your organization provides.

 **Reality Check:** None of this replaces the dietitian who signs off on the diet order or the cook who plates it.

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10

10

AI in Food & Nutrition Operations

For Your Industry, Context Beats Intelligence



Generic AI



Knows the internet. Knows nothing about your operation.

✗ Your diet orders

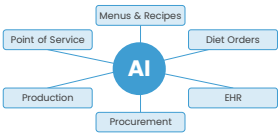
✗ Your provincial regulations

✗ Your GPO contract

✗ Your residents

 The tool doesn't need to be smarter, it just needs to see your operation.

Domain AI



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11

11

AI in Food & Nutrition Operations

How Real Leaders Like You Are Using AI





"Where I use it the absolute most is financial, looking at trends in our food costs and trends in our pricing."

Gary McBlain
National Director of Culinary
Amico Mature Lifestyles

Gary is a leader in AI adoption in Canadian senior living dining. Nine months ago, he had barely used it. Here is where he uses it now:

Food cost and pricing

Spotting trends across everything they buy, and comparing product prices.

Cost per resident day

Breaking ordering down to a per resident day number he can compare across sites.

Finding the overspend

Comparing sites that hit budget against sites well over, then looking for why.

Catching duplicates

Going to the item level to find duplicate products and duplicate payments.

Communication

Drafting an email, tidying a presentation, or creating a themed menu from a template.

People and scheduling

Building schedules, and seeing patterns from from exit conversations.

Source: Gary McBlain, Senior Dining Association panel webinar How Are Dining Leaders Actually Using AI

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12

12

AI in Food & Nutrition Operations

Smarter Staff Scheduling

Identification of peak service times and adjusts staffing to accommodate

Takes into consideration staff workflow and identifies areas to increase efficiency

Future facing, proactively identifies potential staffing gaps

Monitors for compliance to applicable state and federal employment laws

Reduces staff fatigue

No more paper!

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13

13

AI in Food & Nutrition Operations

When AI is Connected to Your Food Vendor

Today you find out three weeks later, when the invoices come in. AI will move the decision to the moment of purchase.

It only picks what you can actually order
Spotting trends across everything you buy, and finding the best value based on your needs.

It builds the cart on contract
It chooses the on-contract product and the best pack size for you.

You can still overrule it
Ask for a different cut or a brand that is local to you and it sources that instead.

It catches off-spec buying across your sites
One manager orders a different brand while another misses the better price. You see it, and what it costs.

	AI (AI)	High Impact (AI)	Value Addition (AI)	
Eggs, Shell Large	\$50.24	\$21.07	\$1,072.14	AI (AI)
Tuna, Chunk Light Water Bulk	\$97.72	\$73.09	\$819.12	AI (AI)
Potato, Fries Straight Cut	\$52.15	\$43.89	\$101.02	AI (AI)

This is where the food cost savings actually live. If your purchasing sits in a tool that never speaks to your menus and your production, that margin stays on the table.

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14

14

AI in Food & Nutrition Operations

Improving Operational Efficiency

When your systems share information, AI can stop the same work being done twice.

- Menus, recipes, production and purchasing live in one place, so numbers never get typed in twice.
- Problems get flagged before service rather than found afterwards.
- A leader with several communities can see which one needs attention this week.
- Reports that used to take an afternoon are ready when you sit down.

40 hours to 2 or 3

What building a menu by hand used to take, compared with what it takes with AI.

Time saved here is time your team can spend on the floor.

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15

15

AI in Food & Nutrition Operations

Inventory & Production Planning

Stock counts update from orders, receiving and production

Forecasts set prep quantities for each meal, so production matches expected servings

Low-stock and expiry flags reach the manager before service

Over-ordering and spoilage drop because purchasing follows what is actually on hand

The manager still approves every order.

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16

16

AI in Food & Nutrition Operations

Streamlining Routine & Administrative Tasks

These are the tasks that have to be done every week, taking up hours of your team's time. Here's how AI and integrated tech can help automate these tasks.

Invoices

Bills from every vendor get read and pulled into one view, even the paper ones.

Temperature logs

It spots that logs were missed on the 4th, 11th, 18th and 25th. Every one of them was a Saturday.

Recipe details

A missing cook temperature gets caught before the recipe reaches the kitchen.

Diet and texture changes

A change in a resident's chart gets checked against tomorrow's menu overnight.

Inspection paperwork

Records are gathered as you go, so you aren't hunting for them later.

Resident feedback

Comments get grouped into themes instead of read one card at a time.

Reality Check: Every one of these tasks still ends with a person deciding what to do about it. AI just makes sure the person sees it in time.

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17

17

AI in Food & Nutrition Operations

Less Manual Work, More Time With Residents

Here's the same job done the old way and the new way, and where the hours go instead.

In the past

Searching online for one allergen, about an hour

Typing recipes into a new system, 60 to 80 hours

Adding up invoices from three vendors in a spreadsheet

With AI helping

A list ready in seconds

Upload the files and check the results

One view that updates itself

Where those hours go instead: sitting with the resident who loves to socialize at lunch, walking the dining room during the rush, coaching a new cook through a texture-modified plate, being at the resident council meeting in person.

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18

18

AI in Food & Nutrition Operations

Simple Tools You Can Start Using



Tools you already have
Your organization may already pay for ChatGPT or Microsoft Copilot. They're good for drafting messages to families or your team, planning a theme meal, or designing printable menus.



Tools built for dining
Software made for our industry knows your recipes, your diets and your order guide, so it can give you insights and answers that actually apply to your operation.



Ask your current vendor
Ask which of today's examples their system can already do.

Before you try anything: Use the secure version your organization provides and take out names and anything that identifies a resident. Resident information is personal health information, so a public chatbot isn't a safe place for it.

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19

AI in Food & Nutrition Operations

Getting Ready, Whatever You Run Today

- ☐ 1. **Start capturing outcome data now:** consumption, refusals, satisfaction, waste
- ☐ 2. **Ask your vendor:** what does your platform learn from our data, what work can it complete, what's your agentic roadmap
- ☐ 3. **Audit your stack:** count the walls between plan and outcome
- ☐ 4. **Put connectivity and hardware** in next year's capital plan
- ☐ 5. **Make this somebody's job**

 **Every item helps** regardless of whose logo is on your software.

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20

AI in Food & Nutrition Operations

What's Coming Next



AI will know your residents

- Connected systems will know resident records including diets, textures and allergens
- Nobody types them in, so nothing gets missed on tomorrow's menu



Budgets will update daily

- Locked order guides and spend down can phase out
- Those exist to stop anyone going over budget. A budget **JWT** that updates as you serve does that job instead



Purchasing will follow your rules

- About a year out, on current estimates
- You set your brands, how you source locally and how to protect residents with allergies

 **Reality Check:** Someone on your team still has to confirm the record is right before AI works from it.

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21

Slide 21

JW1 Spacing
Jon Williams, 2026-10-07T20:04:40.731

JK1 0 [@Jon Williams] Got it, thanks
Jamie Keith, 2026-10-08T12:28:21.493

AI in Food & Nutrition Operations

New Technologies Coming to Market for Resident Care

PO intake alerts
Systems integrated with EHR that trigger when a resident's PO intake has declined

Order change
Identifying when there is change in amount of food ordered by resident

Clinical ordering
Tablet ordering with built-in clinical systems & interventions for staff

Plate analysis
Analysis of food eaten off plate

Continual care
An Always-On systems approach

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22

22

AI in Food & Nutrition Operations

Clinical Tools

Calculates needs based on EHR data and clinician's clinical judgement

Reduces clinical charting time = more time with residents

Flags nutritionally at-risk residents for community/dietitian review

System that is "Always on" watching for signals & insights

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23

23

Serving Smarter for senior living communities

Independent Living: Dining Like a Restaurant but Better

Dietary & health monitoring
Menus check health records to flag allergens, track intake and suggest dishes for low-sodium or diabetic diets

Predictive ordering
Dining history, seasonal tastes and attendance forecast demand and cut kitchen waste

Smart seating
Match residents by shared interests or language, with room for walkers and wheelchairs

Voice reservations
Residents ask a smart speaker for the menu, ingredients or a table, with no app or sign-up sheet

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24

24

JW1 Feel free to update, this was a suggested format from Claude.
Jon Williams, 2026-10-02T03:16:25.661



Regulations & Guidance

Tools to help find information fast

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25

25

Regulations & Guidance

Where the AMA Stands on Health Care AI




- Enhance, not replace, human intelligence
- Regulate by risk of harm and benefit
- Tie payment to clinical validation
- Don't penalize physicians for not using AI
- Oppose mandated use of AI
- Liability on those who can avert harm
- Educate patients and clinicians on AI
- Build in physician input from design through implementation

Source: AMA House of Delegates policy, adopted 2018 and 2019 (ama-assn.org/a)

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26

26

Regulations & Guidance

Codes of Ethics

Four Ethics Rules for Using AI in Practice



1. Professional standards
Align AI outputs with professional codes of ethics and public safety. Evaluate tools continuously, and address liability, licensure and credentialing.



2. Transparency
Publishers must explain how outputs are reached and document data sources, assumptions and performance. Independent validation stays essential.



3. Data quality and bias
Representative data is the foundation, and equity cannot be retrofitted. Build it in with diverse data, auditing and guardrails.



4. Future considerations
Keep assessing your own competency to use AI and work with data scientists and biostatisticians to stay adaptable.

Source: Murofushi K, et al. Artificial Intelligence and Machine Learning Resource Guide. J Acad Nutr Diet. 2026;126(8).

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27

27

Regulations & Guidance

Thrive
NUTRITION
by Neoforge

AI Resources and Tools

1 Learn

2 Evaluate

3 Govern

Free AI courses
 NIH Generative AI and DeepLearning.AI: AI for Everyone
nvl.gov | deeplearning.ai

FDA Good ML Practice
 Principles for safe, transparent health AI
fda.gov

OECD and UNESCO AI ethics
 Global frameworks for trustworthy, ethical AI
oecd.ai | unesdoc.unesco.org

Academy/ASN AI Task Force
 Definitions and criteria for evaluating AI tools
andonline.org

HHS AI Strategy
 Federal framework for AI governance in health
hhs.gov/ai

AMA AI Policy
 Physician policy on AI design, oversight, payment, and liability
ama-assn.org/ai

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28

Regulations & Guidance

Thrive
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The New Dining Practice Standards

- Diet liberalization (resident choice is paramount)
- Refusal of physician ordered diets
- Home-like environment
 - What, When & Where to eat
 - How much to eat
 - With whom they eat with
- Flexible dining options
- Real food first
- Quality of life



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29

Serving Smarter For Senior Living Communities

Thrive
NUTRITION
by Neoforge

Key Takeaways


Free up staff time
 AI handles scheduling, menus, and forecasting. Menu builds drop from 40 hours to 2 or 3


Control food cost
 Forecasting and connected purchasing catch overspend at the moment of purchase, not three weeks later


Start tracking outcomes
 Capture consumption, refusals, satisfaction and waste now, so you can judge what your tools learn


Personalize and elevate every meal
 Preference tracking, and tablet ordering fit each resident's diet, and the time saved goes back to the dining room

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30

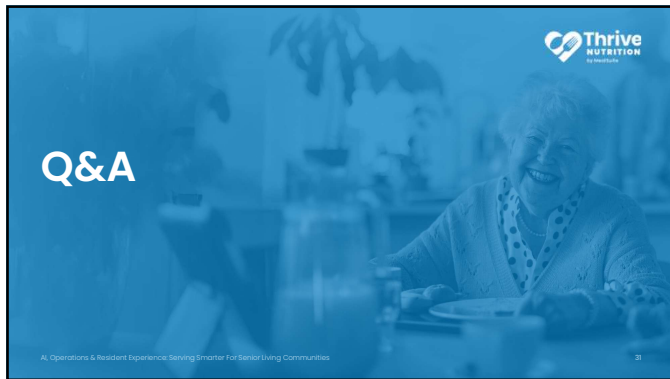
Slide 29

JW1 Slide formatting looks a little off compared to others

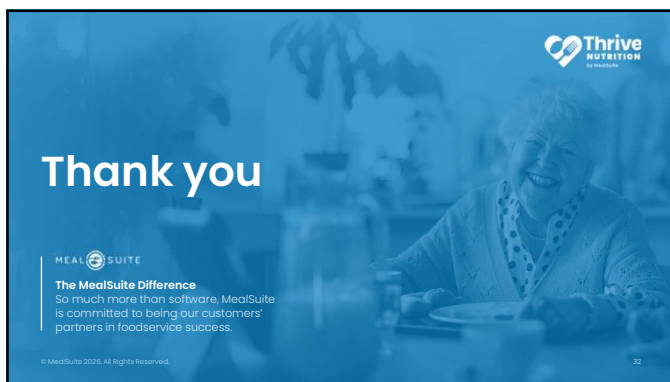
Jon Williams, 2026-10-07T20:06:38.462

JK1 0 [@Jon Williams] Adjustments made, thanks

James Keith, 2026-10-08T12:28:58.560



31



32
