

AN ASSOCIATE'S GUIDE TO

Action Stations



What is an Action Station?

Action Stations are spontaneous appetizer or beverage service programs that occur before residents attend a meal in the community restaurants. These programs are operated by associates from all departments, not just from Resident Programs or Dining.

An Action Station is an opportunity for associates and community leaders to spend quality face-to-face time with the residents, outside of their every day duties.

These programs encourage a breakup of the routine of older adult's lives. It also offers a fun chance for associates to socialize with the residents and take a brief break from their own routine.



Why do we do them?



Spontaneity is proven to increase the happiness and well being of older adults. Breaking the routine is paramount in breaking cycles of loneliness and isolation, and also breathes life back into resident's day.



Planning an Action Station

The Resident Programs Department will already be thinking about ways to get you and your team behind the table, and serving delicious apps and themed cocktails at your community. But that does not mean that your creativity should be stifled!

If you have an idea for an Action Station you'd like to be a part of, run it by the Programs team at the Quarterly Planning Meeting, after Stand Up, or even stop by their office!



An Action Station can be *Anything!*



Or at least anything you can eat or drink. Action Stations should pop-up before meal times, so there's no limit to the kind of food that you can serve.

Maybe you have a special dessert from childhood you want to share with the residents, a classy cocktail before a steak dinner, an omelette station to brighten the morning, or just some mini-hotdogs for Independence Day!

Food brings people together, so let your Action Station be a special way to connect with the community.



What do YOU need to do?

Now it's time to plan, so where do you begin?
It may help to think of the Big W's

You don't have to think up all the specifics yourself, the Programs team may have some ideas all ready to go and you can help to flesh them out. Use the resources around you to make your Action Station as successful as possible.

WHO?

Who is running the Action Station? Will you be showing off your mixology game solo? Or will you partner with another department and share the spotlight?

WHEN?

When are you planning to have the Action Station?
A coffee bar before breakfast? French Fries before Lunch? Cocktails before Dinner?

WHERE?

Pick the best place to have your Action Station?
Is the Main Dining Room going to get the most traffic?
Maybe another restaurant suits your needs better?

WHAT?

Not only what are you going to serve, but also what do you want there? Decor? Music? Set the scene!



What do YOU need to do?

After the creative part, it's time to get into the technical details.

You will need to set up a meeting with the Dining Department, and the Resident Programs Department to set your plans in stone. If your Action Station requires the assistance of other departments, it will benefit you to include them as well.

You will need to bring a completed Function Sheet to these meetings.

What is a Function Sheet?

A Function Sheet is a document that breaks down the technicalities of a Program.

See the diagram below for a breakdown of a basic Function Sheet.

FUNCTION SHEET – PROGRAMS DEPARTMENT					
<p>The Dining Services Function Sheet must be filled out prior to an event, distributed and reviewed by all departments involved. The department sponsoring the function is responsible for completing the function sheet, any time from ten to thirty days in advance, and coordinating responsibilities among the departments involved. After completion, the function sheet should be kept on file for at least 90 days.</p> <p>Be sure to check the appropriate meal count category below and enter meal counts into PEAR. Meal categories are as follows: Beverage Only - functions where no service or cooking is required (e.g. Hydration Station) Snack and Beverage - this includes a function that some cooking is required but no service (not the snacks for AL, MC or SNF) Full Service - this includes any event where both cooking and service are required.</p>					
Function Name: FUNCTION NAME AND YEAR		Contact Information: ASSOCIATE NAME		Department: DEPARTMENT	
Day & Date of Function: DAY & DATE For recurring only: Start Date- XXXX End Date- XXXX		1		2	
Set-Up Time: XX:XX	Ready Time: XX:XX	Arrival Time: XXXX	Starting Time: XXXX	Ending Time: XXXX	Other: 3 AM PM
Meal Count Category (only check one category below): <input type="checkbox"/> Beverage Only <input type="checkbox"/> Snack & Beverage <input type="checkbox"/> Full Service			Function Room: FUNCTION ROOM		
Attendance: Estimated: XXX			4		
Function Detail / Menu: 6		Cost: Total: XXXXX	Dining Services responsible for:		
			Programming responsible for:		
			Housekeeping responsible for:		
			Engineering responsible for:		
			Marketing/Admin responsible for:		
Room Set-Up Details:			Service Alignment Allocation:		
			Dept.:	Dept.:	Dept.:
Outside Rental needs:		Staffing needs:			
Distribution: Administration Engineering Housekeeping Business Office Manager Program Dining Services Marketing & Sales		Completed By: ASSOCIATE NAME			
Revised April 2021					

- 1) What is the name of the Action Station, and when is it happening?
- 2) Who is directly involved and who is the point of contact?
- 3) When should set-up begin? When will residents begin arriving? How long will it last?
- 4) What kind of Dining Service is needed? Will it just be drinks, or will there be appetizers as well? How many residents are you expecting to serve?
- 5) Which space will the Action Station occur in?
- 6) What will you need from each department? What is the menu? What serving utensils will you need? Decor?



Plan *YOUR* Action Station!

You should be ready to start planning your very own Action Station!
If you need inspiration, guidance, or feedback, please reach out to the Resident Programs Department, the Dining Department, and even the Residents themselves!

Use the attached blank Function Sheets and Floor Plans to start getting YOUR Action Station ready.

Good luck!



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Beverage Only- functions where no service or cooking is required (e.g. Hydration Station)

Snack and Beverage this includes a function that some cooking is required but no service (not the snacks for AL, MC or SNF)

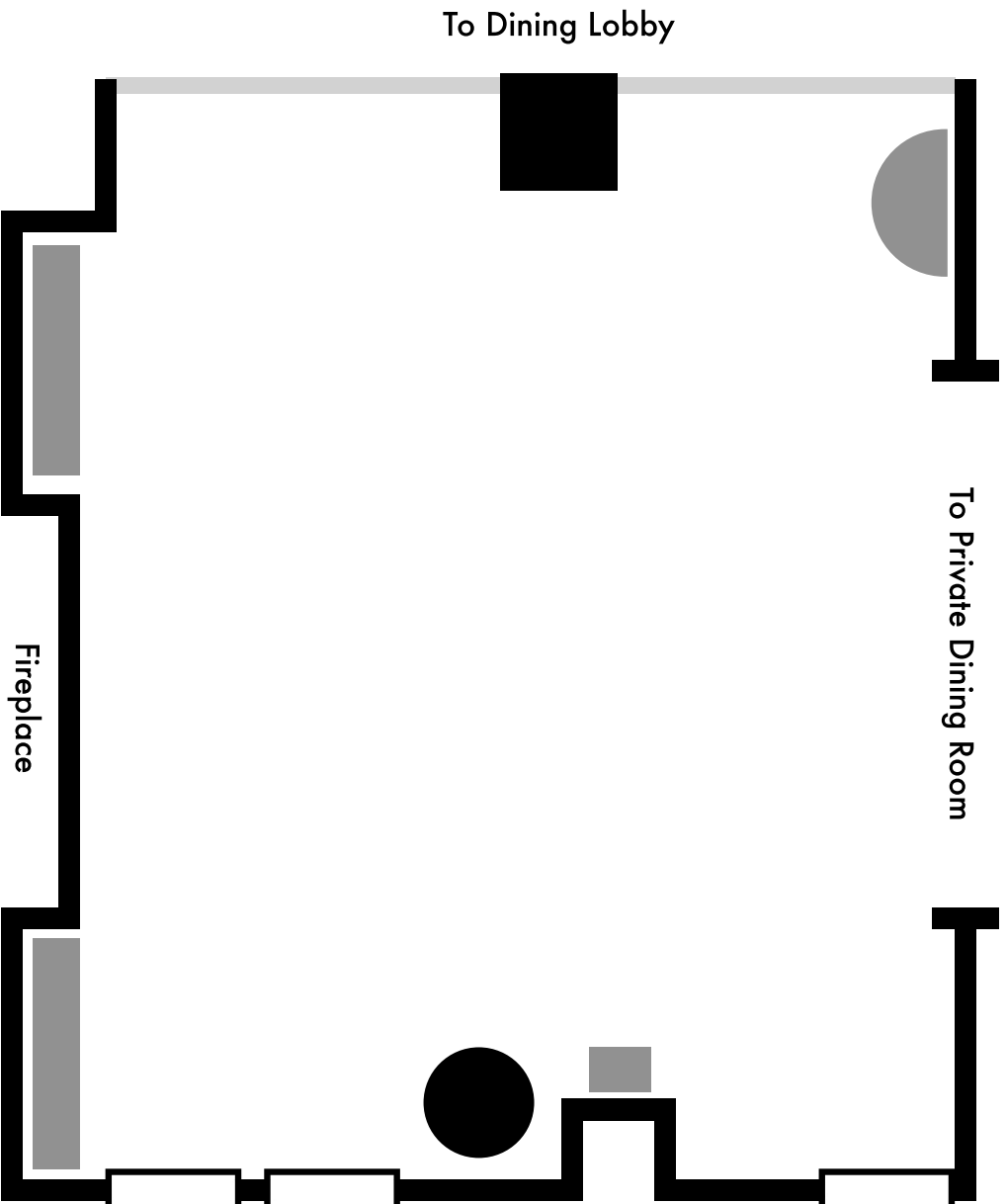
Full Service- this includes any event where both cooking and service are required.

Function Name:			Contact Information:		Department:			
Day & Date of Function:								
Set-Up Time:	Ready Time:	Arrival Time:	Starting Time:	Ending Time:	Other AM PM			
Meal Count Category (only check one category below) : Beverage Only Snack & Beverage Full Service				Function Room:				
Attendance: <i>Estimated:</i>								
Function Detail / Menu:		Cost:	Dining Services responsible for:					
			Programming responsible for:					
			Housekeeping responsible for:					
			Engineering responsible for:					
			Marketing/Admin responsible for:					
Room Set-Up Details:		Service Alignment Allocation:						
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Program: _____

Date: _____

Time: _____



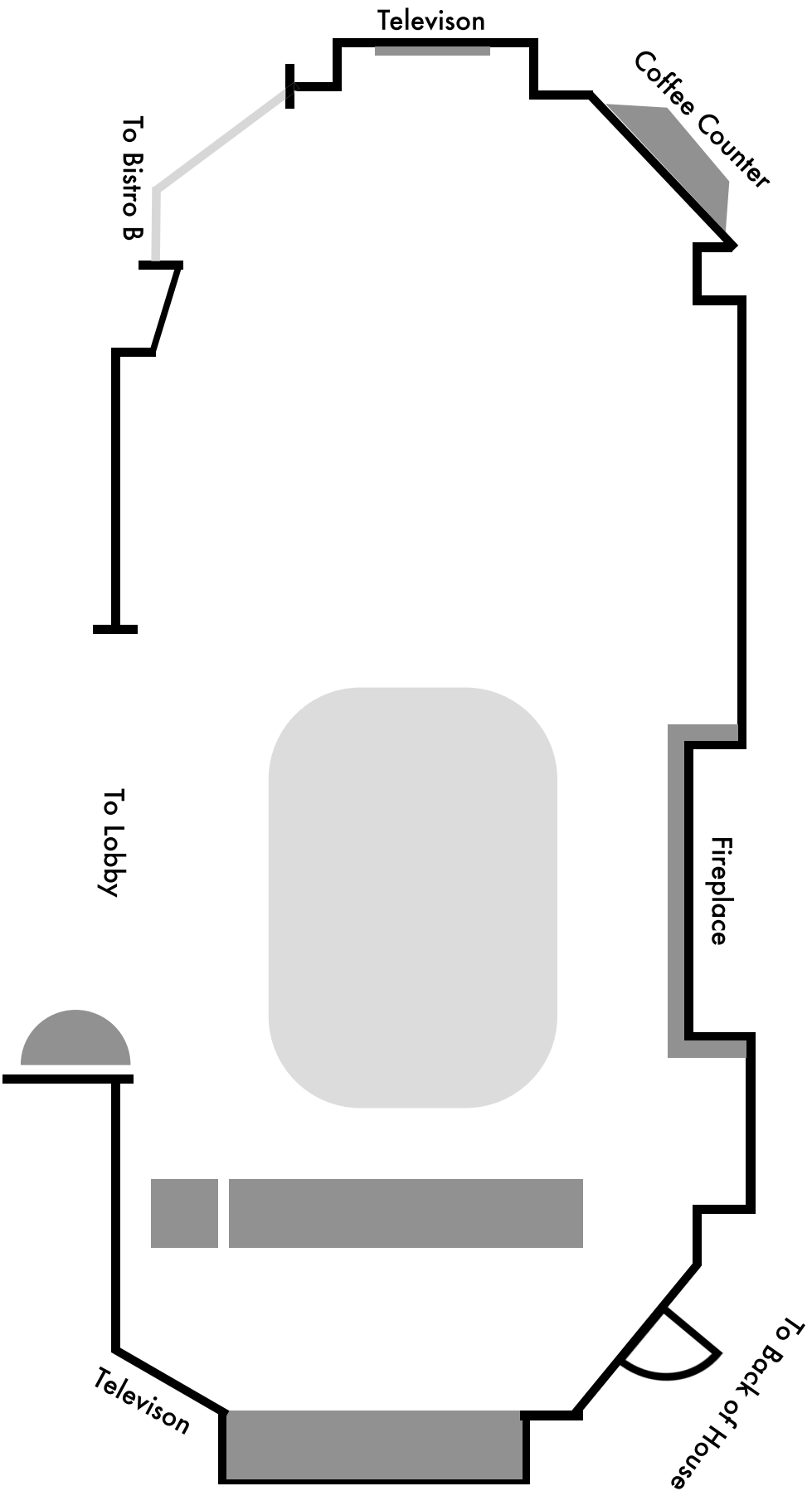
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Wellington Room

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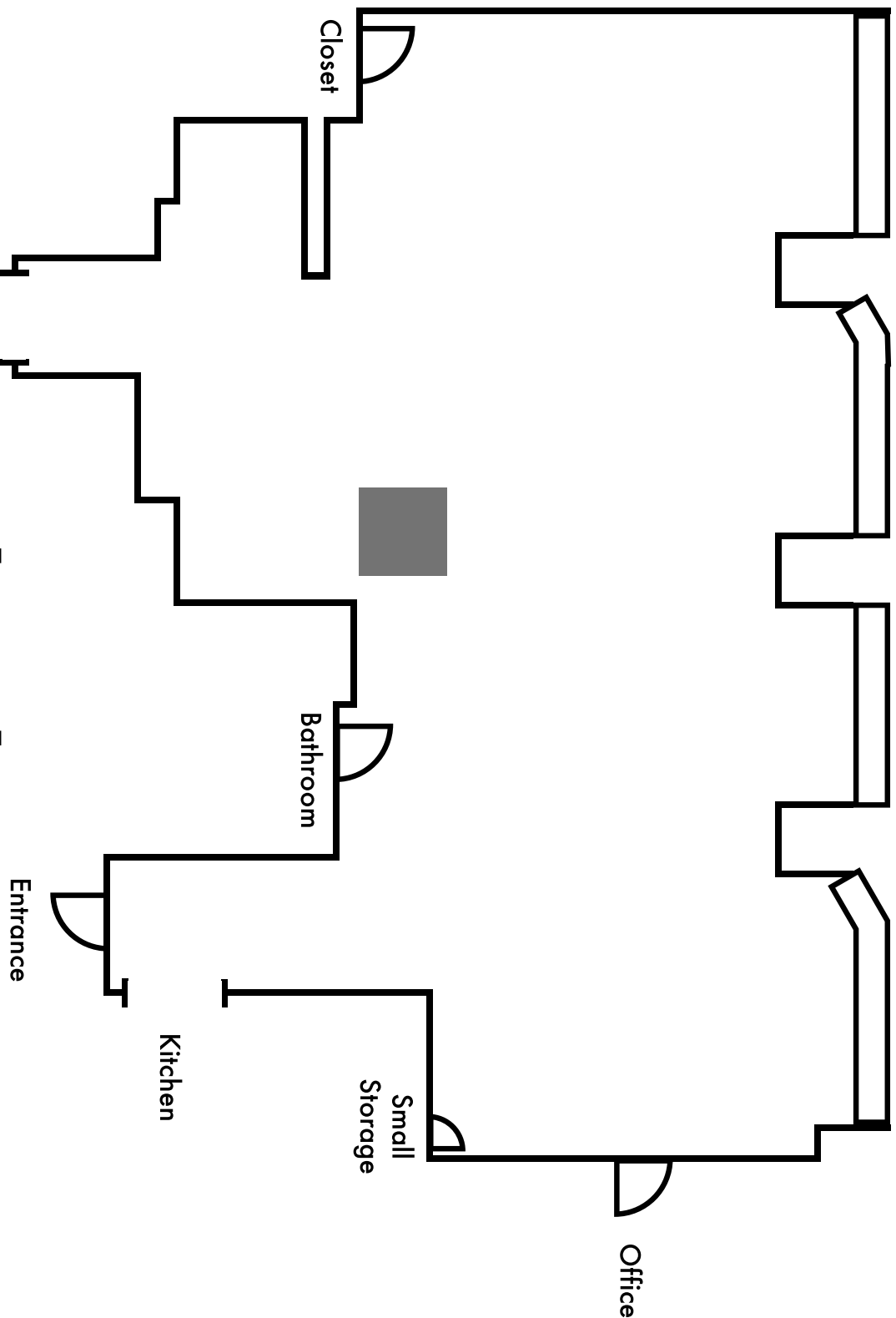
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Program: _____

Date: _____

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5th Floor Dining