



# 2019 Annual Conference & Expo October 10-12, 2019 Palm Beach County Convention Center

## **Thursday, October 10**

### **8:00 AM - 5:00 PM Exhibitor Registration and Set-Up**

*Exhibit Hall A*

### **9:00 AM - 1:00 PM SNS Credentialing Exam**

*Meeting Room 2D*

Pre-registration required. The SNS credential signifies that an individual has passed the School Nutrition Specialist exam, demonstrated the knowledge and competencies necessary to manage school nutrition programs, and is dedicated to continuing their professional development. When you have completed the exam, walk out with your head high, knowing that you gave it your best shot and soon you might have your SNS! Please allow 6-8 weeks for your results.

### **2:00 PM - 5:00 PM Attendee Registration Open**

*North Lobby*

### **3:15 PM - 5:00 PM Lunchroom ReEngineering: Facilities to Menus - See it and Taste it!**

*Offsite: John I. Leonard High School, 4701 10th Ave N. Greenacres, FL 33463*

Speakers: Ben Freedman, Senior Projects Administrator, Palm Beach County SD; Jennifer Havers, MPH, RDN, LDN, Project Specialist, Palm Beach County SD; Doris Kinney, Food Service Coordinator, Palm Beach County SD

*USDA/SNA Professional Standards I Hour CEU – 3510 & USDA/SNA Professional Standards .5 Hour CEU – 1150*

Come see how one Palm Beach County School re-engineered their lunchroom to increase efficiency in service, improve production and boost lunchtime enjoyment [and participation]. And to make it a total revolution – they redesigned their menus to include more interesting options, focused on culinary trends and on what students really want. The group will meet up at the school for a presentation on details, and then walk to the lunchroom for a tour and refreshments – taken straight from the new menus.

### **3:00 PM - 4:30 PM Inclusive Schools are a Salad - Not a Melting Pot**

*Meeting Room 2D*

Speaker: Pete Stewart, Health Education Specialist, Palm Beach County SD

*USDA/SNA Professional Standards I Hour CEU– 3420*

This presentation will encourage staff to consider ways to make their schools/districts more inclusive and welcoming, particularly to our students of diverse sexualities and gender identities. We will examine components related to inclusive instructional materials and policies, inclusive staff and inclusive clubs and activities, which research indicates, lead to more acceptance, decreased absenteeism, connection to school, and increased academic performance. The presentation will also outline policies, statistics, and other factors to help understand the topic and allow for the creation of a safe and supportive environment for all students and staff.

**5:30 PM - 7:30 pm Sustaining Industry Partners and VIPs Reception**

*Palm Beach County Convention Center Courtyard*

SIPs and VIPs (Directors, Supervisors, FSNA Board, Annual Conference Taskforce Members) meet up at this special reception for the School Food Service Industry Partners that support FSNA, Florida SFS and the partnership to feed Florida's school children. Enjoy music, games, light hors d'oeuvres, cocktails & fun. Invitation Only.

**Friday, October 11**

**6:00 AM - 9:00 AM Exhibitor Registration and Set-Up**

*Exhibit Hall A*

**7:30 AM - 4:00 PM Attendee Registration Open**

*North Lobby*

Coffee available from 7:30 AM – 8:00AM.

**7:30 AM - 9:00 AM Exhibitor Appreciation Coffee Break**

*Exhibit Hall A*

Calling all Exhibitors -- Grab a hot cup of coffee or tea and then get back to setting up your booth. We appreciate YOU!

**8:00 AM - 9:00 AM Educational Sessions**

○ **Key Performance Indicators: Here's Why Your Managers Need Them!**

*Meeting Room 2A*

Speakers: Maureen Cerreta, Finance Specialist, Pasco County SD and Dee Early, Visual Solutions

*USDA/SNA Professional Standards I Hour CEU – 3320*

To quote Stephen Covey, "Goals are pure fantasy unless you have a specific plan to achieve them." Learn how Pasco County uses a simple, yet honest assessment of cafeteria operations to ensure their program's strength. Participants will learn how to set measurable goals and how to train staff on a variety of financial KPIs.

○ **Buying American**

*Meeting Room 2B*

Speaker: Jeremy Taber, Procurement Specialist, Division of Food, Nutrition and Wellness, Florida Department of Agriculture and Consumer Services

*USDA/SNA Professional Standards I Hour CEU – 2430*

This presentation will provide in depth information on the importance of the Buy American Provision in Child Nutrition Programs. These topics include tips on buying domestic products, USDA required contract language, and necessary monitoring to ensure compliance. The presentation will also touch on the frequently discussed topic of possible exceptions, and the use of FNW's Buy American Provision Exceptions Worksheet.

○ **Recruit in a Tight Job Market and Onboard to Retain Them**

*Meeting Room 2C*

Speaker: Angie Kasselakis, MPA, RDN, Director of Professional Development, Training, and Personnel, Miami-Dade County Public Schools

*USDA/SNA Professional Standards I Hour CEU – 3440*

Recruitment in the school food service industry is challenging. With unemployment at an all-time low, sometimes you just don't get enough good applicants. In this informative session, learn how to market your position and list it well to assure you get a large pool of applicants.

And, hiring is just the first piece of the puzzle; proper onboarding for loyalty and longevity will contribute to keeping the great people you've hired.

### **9:00 AM - 10:30 AM Directors and Supervisors Expo Preview**

*Exhibit Hall A*

USDA/SNA Professional Standards I Hour CEU –2430 PENDING

This is a special time period to give individuals who make or influence purchasing decisions the opportunity to have in-depth conversations about school food products, equipment, and services. Attendees must be wearing their Directors/Supervisors badge to enter, or enter with their supervisor.

### **9:15 AM - 10:15 AM Educational Sessions**

- **Leveraging and Understanding Trends to Get to Know Your Customers**

*Meeting Room 2A*

Speaker: Sara Wight, Sr. Manager, Consumer Insights & Analytics, Schwan's Food Service

*USDA/SNA Professional Standards I Hour CEU – 4120*

This presentation will inform and enlighten you on exactly who are the students of today and tomorrow, their families, lifestyles, and expectations of food and service. You'll gain insights, strategies and ready to use tips on how to communicate with your customers to feed and serve them well.

- **Quality, Service and Style – No Matter the Budget**

*Meeting Room 2B*

Speaker: Debra Cox, District Area Manager, School Way Café

*USDA/SNA Professional Standards I Hour CEU – 2230*

This session highlights the need to focus on the presentation and quality of our food. We'll also focus on customer service - remember, every customer that you serve has a story! Your job is not just to provide nutritious meals, but also to teach about food and encourage students to try new things.

- **Dealing with Difficult People**

*Meeting Room 2C*

Mary Kate Harrison, PhD, SNS, General Manager of Student Nutrition Services for Hillsborough County Schools

*USDA/SNA Professional Standards I Hour CEU – 3410*

It's a fact of work life: at some point you have to deal with a co-worker, student, teacher, supplier, or boss who's a pain in the pantry. It's tiring and stressful! In this session, we will identify the various types of difficult employees, learn why people behave the way they do, and gain strategies to initiate critical conversations and deal with that individual in a way that helps everyone remain positive and productive.

- **Eat Your Way to Less Stress**

*Meeting Room 2D*

Linda Wiley, M.Ed, RD, LD/N, SNS, Consultant, North Florida Byuing Group

*USDA/SNA Professional Standards I Hour CEU – 3450*

Skip the trip to the café for that Double Chocolate Cookie Latte and attend this session. Learn how to "tweak" your food choices and eat mindfully to reduce stress, eat better, and improve your health. The health and wellness knowledge that you gain will help you personally, and it will help you understand your cafeteria clients as well. Learn to live healthy and be a health role model.

**10:15 AM – 10:45 AM      Networking and Coffee Break**

*North Lobby*

**10:30 AM - 3:00 PM   Ribbon Cutting - Exhibit Hall Open to All Attendees & Take a Chance Auction Open**

*Exhibit Hall A*

**3:00 PM - 4:00 PM      Educational Sessions**

○ **Case Study - Benchmarking Meals Per Labor Hour**

*Meeting Room 2A*

Speaker: Jean Ronnei, SNS, Senior Consultant, ProTeam Foodservice Advisors

*USDA/SNA Professional Standards 1 Hour CEU – 3310*

Do you have a sneaking suspicion that your team could be more effective? Learn how to calculate MPLH and compare the data to other schools. Learn how to use this information to drive decision making, and actions to improve operations. Included in the session: an interactive discussion allowing attendees to compare strategies and discuss the pros and cons of MPLH methodologies.

○ **The Why & How of Starting a School Food Recovery Program**

*Meeting Room 2B*

Speakers: Elaine Fiore, Educator, Beachside Montessori Village, Broward County Schools and Darlene Moppert, MS, RD, LD/N, Program Manager, Nutrition Education and Training, Food and Nutrition Services, Broward County Public School

*USDA/SNA Professional Standards 1 Hour CEU – 3250*

The Bill Emerson Good Samaritan Food Donation Act was created to encourage the donation of food products to nonprofit organizations for distribution to needy individuals. Social media has brought to light a dramatic shift in food donation policies, and all of this affects schools that implement Food Recovery Programs. Find out how your school/district can reduce food waste, help the environment, and support student wellness. With over 67% of students on Free and Reduced Lunch, Broward is examining how the schools' recovered food can be included in a School Food Pantry. This program is a continuation of last year's program. See how it's progressed and the results it's achieved!

○ **Trending in the Lunchroom**

*Meeting Room 2C*

Facilitator: Richard Miles, MS RDN, Coordinator of Nutrition and Wellness, Seminole County Public Schools. Speakers: Jamie McCarthy, RDN, SNS, Nutrition Services Manager, Palm Beach County SD; Michael Craig, MBA, Co-Founder, Nutrislice; Kristen Williams, FNS Special Projects Manager, Alachua County Public Schools; and Lora Gilbert, MS, RD, SNS, FADA, Sr. Director, Food and Nutrition Services, Orange County Public Schools

*USDA/SNA Professional Standards 1 Hour CEU — 4120*

Coffee as part of the reimbursable meal, customization bars, pre-ordering lunch to save time in line, and cool ethnic foods to expand menu choices. Learn how these novel ideas are being implemented from a panel of experts who have seen their participation grow as a result of being "on trend."

○ **MSG: Demystifying the Controversy & Discovering the Possibilities**

*Meeting Room 2D*

Dr. Keith Ayoob, Pediatric Nutritionist and Associate Clinical Professor of Pediatrics, Albert Einstein College of Medicine

*USDA/SNA Professional Standards 1 Hour CEU – 1320*

Monosodium glutamate has been on consumers' "bad" list for nearly 50 years. Yet, all chefs

know that "umami" brings good taste to food. Dr. Ayoob will take apart the science -- or lack thereof -- behind the MSG fears and discuss how this naturally-occurring compound can actually drive the consumption of healthier foods, helping consumers (including kids!) meet dietary goals. Stay current on your nutrition knowledge with this exciting presentation.

**4:15 PM - 5:45 PM Opening General Session: 2019 - 2020 FSNA Board of Directors Introduction and Awards Presentation**

*Grand Ballroom*

The 2019 FSNA Annual Conference & Expo kicks off with a formal introduction of the 2019-2020 FSNA Board of Directors and a leadership message from President Lori Dornbusch. Then we'll honor the 2018-2019 Chapter Presidents and present the FSNA Program Awards.

**6:30 PM - 9:30 PM The Friday Night Party**

*Hilton West Palm Beach Event Lawn*

It's time to join colleagues and friends in Paradise: listen to music, play a mega game of Rock Paper Scissors, and savor a full dinner of Tropical Cuisine. When the sun goes down, kick off your shoes, put your feet on the (Lawn) Dance Floor, and dance the night away under the stars. All attendees and show vendors are encouraged to attend!

**Saturday, October 12**

**6:30 AM - 9:30 AM Exhibitor Registration & Set-Up**

*Exhibit Hall A*

**7:00 AM - 12:00 PM Attendee Registration Open**

*North Lobby*

**7:00 AM - 7:45 AM Sound Therapy - Focus and Relaxation Session**

*Ballroom Pre-Function Area*

Instructor: Jahmaal Hays, JAH Advisory Co.

Sound Therapy produces profound relaxation by tuning the brain waves into an alpha or theta state which then calms the mind and activates the body's natural regenerative pathways. Vibrations move through the body to gently massage the cells. Begin your morning with a mentally stimulating, mood lifting, body invigorating session that incorporates sound therapy and gentle movement.

**8:00 AM - 9:00 AM Educational Sessions**

○ **Who Wants To Retire A Millionaire?**

*Meeting Room 2A*

Speaker: Jud Crane, CPPO, CPPB, Retired Director of Purchasing and Contract Administration, Santa Rosa School District Purchasing Department

Who wants to retire before they're too old to enjoy it? How about travel, afford good medical care, do fun things, and maybe leave a little something to the kids? If you have answered yes to any of these questions – this session is for you. Learn from someone just like you who's done the research and figured this out - how anyone, regardless of income, can retire as a millionaire if they start saving early enough.

○ **Would You Rather - Eat This or That?**

*Meeting Room 2B*

Speaker: Diane Delbene-Nota, District Area Manager, School Way Café

*USDA/SNA Professional Standards 1 Hour CEU – 2230*

Take a look at that plate when it leaves your line. Is there love on it? In other words – does it

show you care? Is there color on it, does it look like enough, does it look fresh, does it look a bit too homemade or overly packaged? In this session you'll learn how to take a discerning look at your plates and get easy to use tips on how to improve it. Also covered: common food safety issues.

- **The Sensory of Taste: Why We Taste What We Taste**

*Meeting Room 2D*

Speaker: Josh Diekman, CEC, Corporate Executive Chef, Land O Lakes Foodservice  
*USDA/SNA Professional Standards 1 Hour CEU – 2130*

In this program you will explore the human nature of taste and texture. Why does salt make things taste better? Why do you like certain foods while others don't? How do aromas effect your taste? And what is Umami? Through sensory experiments and tastings, we will look for answers and explanations.

- **Go Lean & Green for a Healthy Environment and Wellness**

*Meeting Room 2E*

Speaker: Audra Young-Wright, MS, MC, Nutrition Program Specialist, Miami-Dade County Public Schools

*USDA/SNA Professional Standards 1 Hour CEU – 3250*

Learn sustainability strategies to include using compostable trays, eliminating plastic straws, reducing food waste, and promoting these initiatives and your school meals through a combination of health, wellness, and sustainability messaging.

- **Interview Skills 101: Be The Best Candidate & Get that Job**

*Meeting Room 2F*

Speaker: Traci Simonton, SNS, Director of Food & Nutrition Services, Indian River SD  
*USDA/SNA Professional Standards 1 Hour CEU – 4140*

It's not just what you know, it's how you say what you know and how you look when you say it. Performing well in an interview is a skill you must learn and polish if you want to land your next job – the one you really want. You will gain tips on how to answer difficult questions, bits of info to include in your pitch and what not to say, appearance and body language suggestions, and resume development. Even if you are not job searching, this session will help you become a better communicator.

**9:10 AM - 9:45 AM FSNA 2019 House of Delegates Assembly**

*Meeting Room 2C*

Check in begins at 8:50am. The FSNA House of Delegates officially goes into session at 9:10 am. This year's agenda will include an update on the SNA Affiliate Agreement signed in December 2018 and FSNA's Buy Florida Initiative. Coffee and donuts will be available.

**9:00 AM- 9:45 AM Networking and Coffee Break**

*North Lobby*

**9:30 AM - 12:00 PM Exhibit Hall Open to all Attendees & Take a Chance Auction Open til 11:45am**

*Exhibit Hall A*

**12:15 PM - 12:45 PM Region Assemblies**

*Region 1 – Room 2A; Region 2 – Room 2B; Region 3 – Room 2C; Region 4 – Room 2D; Region 5 – Room 2E; Region 6 & 7 – Room 2F*

Meet your Region Director, your Chapter Leaders, and your FSNA Neighbors! Learn about increasing participation in your Chapter, setting Chapter Goals for the year, and share in your Region Director's vision for the future. The dot on your registration badge signifies the color of your Region – match it to

our map to find your session and other attendees from your area. SFS Attendees won't want to miss this opportunity to network, share ideas and become more involved in your local SNA!

### **12:45 PM - 1:15 PM Region Assemblies Continued - Leadership Activity**

*Meeting Rooms 2A & 2D*

All of the Region Assemblies will combine for a quick workshop on Leadership in FSNA

### **1:30 PM - 3:15 PM Awards Luncheon & Keynote Closing Session**

*Grand Ballroom*

*USDA/SNA Professional Standards I Hour CEU – 1320*

The Closing Luncheon begins with the FSNA Leadership and Program Awards. Afterwards, we'll enjoy lunch and listen to internationally acclaimed Keynote Speaker Dr. Keith Ayoob, a pediatric nutritionist and Associate Clinical Professor of Pediatrics at the Albert Einstein College of Medicine in New York City. Dr. Ayoob will discuss the risks of fad diets, bust nutrition myths, and dispel nutrition misinformation. Every year, school nutrition professionals get bombarded with questions, comments, and even demands from parents inquiring about, or trying to influence, school meals. Conversations about added sugars, GMOs, and sugar substitutes are everywhere, but factual information is not. Dr. Ayoob will address these issues and more, and take questions from the audience.

### **3:30 PM - 5:00 PM Educational Sessions**

- **Human Trafficking**

*Meeting Room 2D*

Speakers: T. Smith, Victim Specialist, Federal Bureau of Investigation and Susan Kanoff, Education Chair, Human Trafficking Coalition of the Palm Beaches

*USDA/SNA Professional Standards I Hour CEU – 4150*

Did you know that Florida ranks #3 out of all states in the Country for incidents of Human Trafficking? In this important session presented by the Human Trafficking Coalition of the Palm Beaches and the FBI, attendees will learn about human trafficking and how it occurs. Attendees will learn what signs to look for and what to do if they suspect a child is being trafficked. School food service professionals who interact with students every single day of the week have the unique opportunity to see patterns of behavior that could indicate a child is at risk.

- **You Know What I Mean**

*Meeting Room 2E*

Speaker: Lola Strickland, SNS, Technology Specialist in Food & Nutrition Services, Marion County Public Schools

*USDA/SNA Professional Standards I Hour CEU – 4140*

Join Lola Strickland, SNS, Marion County Public Schools Technology Specialist and FSNA Board Member, for a fast-paced workshop focused on listening to understand and speaking to be understood. Whether it is a gabfest or a board meeting, we all want to express our opinions and feelings effectively. How you say it and the words you use matter! This session includes small group exercises that put practice to theory.

### **7:30 PM - 9:00 PM After Dinner Meet-Up**

*Copper Blues Rock Pub & Kitchen - 550 S Rosemary Ave, West Palm Beach, FL 33401*

If you are staying over on Saturday night, meet up with other attendees at Copper Blues – located right across the street in Rosemary Square.