

ELEVATING RESIDENT DINING

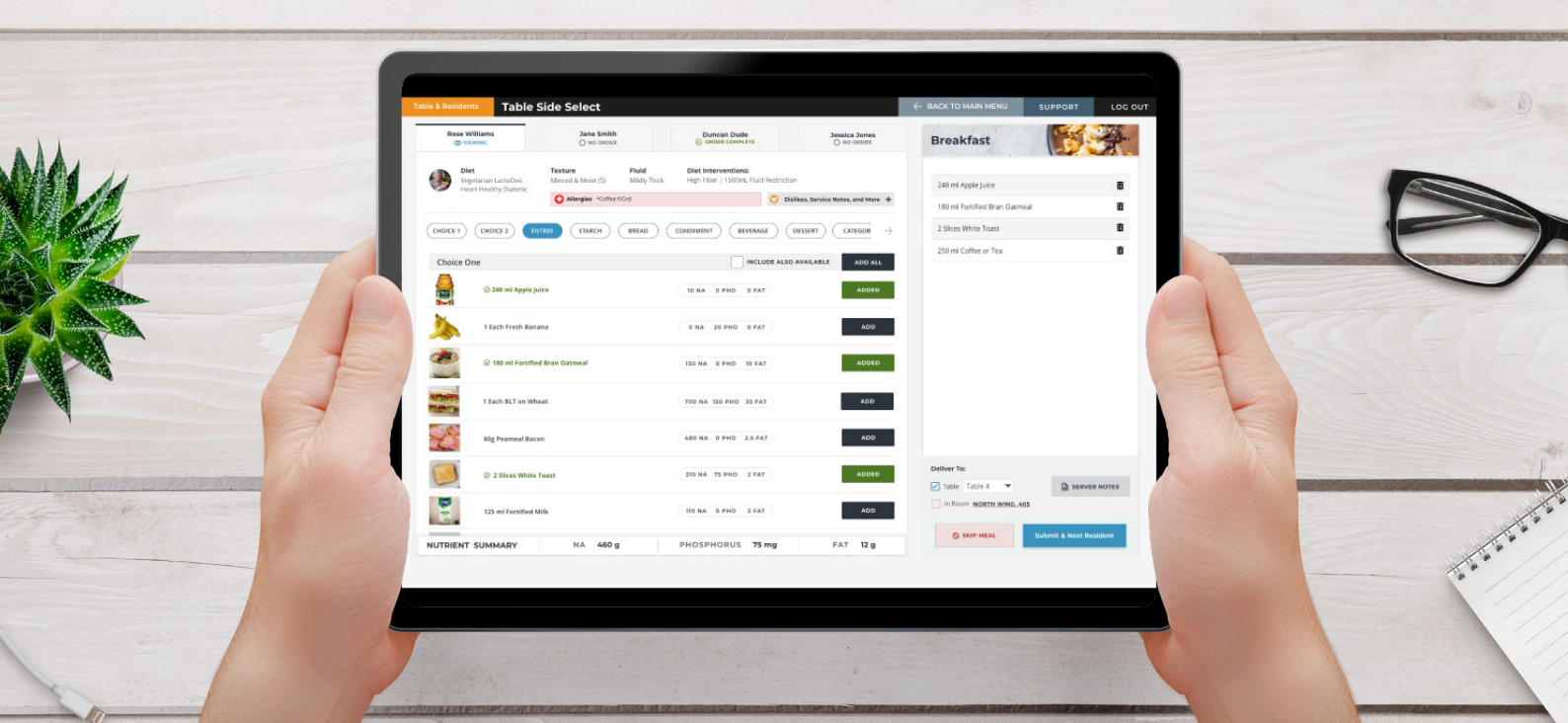
WITH MEALSUITE® AT WELLBROOK PLACE

Marquise understands that exceptional dining goes beyond serving meals; it's about delivering a holistic experience that benefits both residents and our clients. Our commitment to quality, innovation, and efficiency is core to every dining program we manage. Through the integration of tools like MealSuite®, we enhance not only resident engagement and satisfaction but also operational effectiveness and cost efficiency for our clients. At Wellbrook Place—a modern, long-term care community in Mississauga, ON—our blend of personalized service and technology-driven solutions has created a dining experience that uplifts residents and drives measurable value for our client.

Wellbrook Place: An Ideal Partner for Excellence in Care

Opened in 2023, Wellbrook Place spans 488,000 square feet across two homes, offering 632 beds and a comfortable, modern environment designed to promote residents' well-being. From the beginning, Marquise has been committed to delivering exceptional dining experiences, providing three meals and three snacks daily to each of the 632 residents. We've tailored our offerings to meet the individual dietary needs and preferences of residents, including specialized diets and flexible family dining spaces, each crafted to enhance their quality of life.





Integrating Technology to Elevate Service: Leveraging MealSuite® Across 20 Dining Rooms

While our approach is rooted in hands-on, personalized care, we also harness technology to optimize our service. At Wellbrook Place, we utilize MealSuite® in all 20 dining rooms—a powerful, digital dining platform that supports customization, efficiency, and consistent quality. MealSuite® enables us to enhance the dining experience by providing:

Enhanced Resident Satisfaction: With MealSuite®, each resident's dietary needs and preferences are seamlessly updated, ensuring personalized service. Residents love the interactive touch screens, which allow them to see meal options and even view photos of dishes, making the dining experience more engaging and visually appealing. This attention to detail has contributed to consistently high satisfaction scores from Wellbrook Place residents and families alike.

Robust Training Programs for Staff: Our team's success with MealSuite® is backed by comprehensive training. We provide group training sessions and one-on-one support for our 90+ dining staff, ensuring they are well-versed in the platform and can use it effectively to meet residents' needs. Staff are empowered with immediate access to updated recipes, dietary requirements, and production notes, creating a seamless workflow and a more satisfying resident experience.

Operational Efficiency and Cost Savings: By digitizing menu planning, production, and reporting processes, MealSuite® reduces the administrative workload by 6–8 hours per week, allowing our team to focus more on resident interaction. We've also cut daily costs associated with physical show plates and paperwork by over \$500 through digital displays alone, which reinforces our client's commitment to both efficiency and sustainability.

Streamlined Care Coordination: Integrated directly with Wellbrook Place's EHR system, PointClickCare, MealSuite® facilitates seamless data management across care and dining teams. This coordination ensures that dietary updates reach our team immediately, minimizing errors and improving response times. The results are better care for residents and a dining experience that feels truly personalized.

Client Satisfaction and Staff Empowerment

Our work at Wellbrook Place reflects Marquise's dedication to creating a positive impact for clients. The integration of MealSuite® has not only streamlined workflows but also fostered a more engaging and productive workplace for staff. Through our group and individual training programs, staff are confident and skilled, which translates to improved resident satisfaction. Wellbrook Place's leadership has expressed appreciation for Marquise's efficiency, dedication, and the enhanced resident experience we deliver.



Commitment to Quality and Sustainability

Beyond efficiency, we take pride in offering a diverse, seasonal menu that resonates with residents. MealSuite's® forecasting and auto-scaling capabilities help us minimize food waste, supporting Wellbrook Place's sustainability initiatives and ensuring fresh, quality meals at every service. Our approach aligns with the community's values, from specialized diet options to themed cultural meals that bring variety and excitement.

Marquise believes that elevating resident dining is about blending personalized care with innovative technology. Leveraging MealSuite®, we streamline operations and enhance the resident experience, delivering real impact in satisfaction and efficiency. By combining our industry expertise with cutting-edge tools, Marquise goes beyond expectations, creating a dining experience that truly resonates with residents and clients alike.

