



ROUND TABLE UPDATES		
1.	<p>Food Service Updates</p> <p>Update: The hydration station has been installed, and is operational as of January 25th</p> <p>Update: Three bids have been received. Should be able to provide additional information about timeline, scope, and methodology at our next meeting.</p>	<p>Food Services had a list of updates to share, as this was the first meeting, and the first chance to update residents since the Fall:</p> <ul style="list-style-type: none"> <li>• Food Services Frequently Asked Questions (FAQ) website link was shared <a href="https://ueat.utoronto.ca/frequently-asked-questions/">https://ueat.utoronto.ca/frequently-asked-questions/</a></li> <li>• Residential Dining Program Updates website link was shared <a href="https://ueat.utoronto.ca/residential-dining-program-update/">https://ueat.utoronto.ca/residential-dining-program-update/</a></li> <li>• Budgeting tool link shared with committee members <a href="https://ueat.utoronto.ca/">https://ueat.utoronto.ca/</a></li> <li>• Mobile ordering will be launched at the Chestnut Dining Hall in February.</li> <li>• Much of this information in above links was shared on Chestnut Chatter and other various social media. Information will also be available on the Chestnut website <a href="https://chestnut.utoronto.ca/category/meal-plan-updates/">https://chestnut.utoronto.ca/category/meal-plan-updates/</a></li> <li>• Food Services is preparing to launch an allergen friendly service station commencing September 2021. Currently in the planning phase.</li> <li>• Food Services Dietitian is still available for 1-on-1 consultations and can be reached at <a href="mailto:dietitian@utoronto.ca">dietitian@utoronto.ca</a></li> <li>• Ability to see residence dining menus, nutritional's, allergens on the Food Services Mobile Order app</li> <li>• Food Services had nutritional and dietetic interns for a placement in first semester. They generated a report on Meal Plans at various universities provided some interesting information. We hope to have the interns present their findings at the next committee meeting, on February 8<sup>th</sup>.</li> <li>• Currently waiting on the arrival and installation of the hydration station to be installed in the dining hall. Goal is to have bottled water removed from the Chestnut Dining Hall by the end of the week (January 23).</li> <li>• New College consultation process was discussed- currently in the RFP stage. As Chestnut Dining program is identical to New College, Chestnut will be included in the consultation process. Consultation will be focussed on meal plans and residential dining at the University of Toronto and will look at other facilities, best practices, student consultation. Consultants will have to engage Joshna Maharaj, author of "Take back the tray" which speaks about philosophies surrounding institutional dining.</li> </ul>

2.

Student Round Table Items:

❖ Action Item: Food Service to investigate ways to communicate how the food is described to provide students with greater comfort in trying new food items.

❖ Action Item: Food Service to review ability to provide alternate items through the grill station, such as grilled vegetables

Update: Culinary team will attempt to accommodate where possible.

Update: Selections have been reduced due to the decreased student occupancy levels caused by Covid restrictions. As this changes, service times and available menu selections will be adjusted.

❖ Action Item: Food Service to review and report back

❖ Action Item: Food Service to review and report back

Update: During the meeting the price of whole fruit was stated to be \$1.50 – Since the fall the price of whole fruit has been reduced to \$1.15

❖ Action Item: Food Service to review and report back

❖ Action Item: Food Service to review portioning and related staff training

❖ Action Item: Food Service to review and report back

Update: Service times have been reduced due to the decreased student occupancy levels caused by Covid restrictions. As this changes, service times and available menu selections will be adjusted.

- The online menu has title descriptors that are not intuitive. Thus, tends to detract individuals from trying the menu item, as unsure what the menu item would taste like. In addition, spice levels are not indicated on the menu (one 🌶️, two 🌶️ 🌶️, three 🌶️ 🌶️ 🌶️) similar to restaurant menus, and so again discourages me for trying, as unsure if it will be the correct spice level for me.
- The grill station is a convenient station to get food, as it is open in-between meal periods. However, there is no ability to get healthy options at the grill station, or even any grilled vegetables.
- Stations close at a certain time, but if students are standing in line before the stations close, then they should still be served after the scheduled station closing time. For example, breakfast should still be available at 10:31am, even if the station closed at 10:30am.
- The omelette bar is not available as it was in previous years. Students would prefer having omelettes on the regular menu more frequently.
- Brunch on weekends is very limited, especially because there is no specific lunch menu. Previous years, there used to be an omelette bar, but that is not the case this year. In addition, by Sunday, the grab and go fridges are empty. It would be appreciated if a separate lunch menu was offered alongside the brunch menu, and there was one more delivery of grab and go on weekends.
- In the dinner meal combos (2-course, and 3-course) the side salad is too small. A better alternative would be the small salad which is available at the salad bar. However, purchasing a small salad individually is an additional \$7, which is outside of the budget.
- Individual priced fruit (banana, apple, orange) is expensive and is not available in any of the lunch and dinner combos.
- General question on if the pasta bar can be re-introduced at Chestnut as in previous years.
- At the Chef's Table (entrée station) it was discussed that portion sizes are inconsistent depending on the student. Students don't all receive the same portion, and in general the portion is small.
- Plated meals are \$7 to \$9, but if students get the protein option individually, it is \$6 which is inconsistent.
- Offering of available food stations: would like to have more options in-between meal periods or extending lunch and dinner times as often times students have meetings and classes for the duration

	<ul style="list-style-type: none"> <li>❖ Action Item: Food Service to review related cashier training. Also, consideration of providing information on how to correct and overcharge.</li> <li>❖ Action Item: Food Service to review</li> <li>❖ Action Item: Food Service to review related cashier training.</li> <li>❖ Action Item: Food Service work with T-Card office to see if a solution can be found</li> </ul> <p>Update: Residence Life did release the information from the focus groups in the fall. The information is provided as an appendix to these minutes to provide access to the information again.</p> <p>Update: As indicated in the Food Service updates above, we additional information about timeline, scope, and methodology at our next meeting.</p> <p>Update: A hydration station is available in the Campus One dining hall.</p> <p>Update: We have reached out to the Office of sustainability to see if we can partner with them on this issue and others. Compostable cutlery pack is 77% more expensive and does not include salt and pepper. Kraft boxes are recyclable, not accepted for compost. More investigation needed.</p> <p>Update: 150+ food service personnel remain on temporary layoff.</p> <p>Update: Food services to present initial information at next meeting.</p>	<p>of the entire meal period.</p> <ul style="list-style-type: none"> <li>• Cashiers are inconsistent when charging for promotions/combos. Some of them apply the drinks and chips combo if you get that, where others do not apply the combo price correctly, causing individuals to be overcharged.</li> <li>• The possibility of having smoothies available throughout the day</li> <li>• Comments are made by the cashiers on food selection, would be appreciated if they did not comment on food choices.</li> <li>• Older TCards do not tap, is it possible for upper-year students to get a free replacement TCard. Some first-year students don't have the tap function working as well, is it possible to get a free replacement from the TCard office?</li> <li>• Confirmation that the report for the Focus groups was sent out by the Chestnut Residence Life Office to all focus group participants. General announcement about the findings for the focus group were sent out in the Chestnut Chatter.</li> <li>• Student consultations will occur as part of the scope for the consultants engaged by New College. Concern around student consultations must happen this semester as this would be one of the few cohorts that have experienced an all-you-care-to-eat model along with a declining balance meal plan model. Concern that if still in the RFP stage, and only one proposal received, that the consultation process will be delayed.</li> <li>• Question if bottled water will be removed at Campus One as well?</li> </ul> <p><b>Items missing in original minutes:</b></p> <ul style="list-style-type: none"> <li>• Sustainability: FS to report on alternatives to current plastic cutlery; Use of Eco containers at all stations; compostability of kraft containers; potential for waste audit.</li> <li>• Covid-19 Impact on staffing</li> <li>• Review of item sales trends.</li> </ul>
--	--	--

**NEW BUSINESS:**

	<ul style="list-style-type: none"> <li>❖ Action Item: Student members to recruit 2 additional representatives to the CRDC committee</li> </ul>	<p>Members are reminded that with our agreed Terms of Reference, we have 2 additional spaces on the committee for Non-Staff Residents. Encourage your fellow residents to reach out to Mustafa if they are interested.</p>
--	--	--

## Meeting ADJ :

The Committee Chair thanked everyone for their active participation, and for staying on the call for an extra 30 minutes to get through the material.

The next meeting will take place on February 8, 2021 at 4:30pm – A meeting invitation will be sent to the membership. In keeping with the University policy on meetings, it will be a virtual gathering.

Meeting adjourned at 5:55pm