



Chestnut Residence Dining Committee

Date: Monday, April 12, 2021

4:30 PM – 5:30 PM Location: Teams Conference Call

Meeting Called to Order: 4:35PM

PRESENT:	
Yeon-Joo (Jamie) Seo	Residence Don
Jenna Borden	Resident
Michael Lawler	Residence Don
Louis-Charles Gerard	Resident
Klara Kovarova	Assistant Dean Residence Life
Rob Grieve - Chair	Food Service - Director, CES (Chestnut)
Mustafa Nalwala	Food Service - Manager, Residential Dining
Tarini Bidaisee	Food Service - Registered Dietitian

REGRETS:	
Mengjue (Andrew) Chen	Resident
Ksenia Meteleva	Resident

STANDING & AGENDA ITEMS/BUSINESS ARISING		
1.		<ul style="list-style-type: none"> Meeting Minutes from meeting on March 22nd, 2021, were approved by the committee and are ready to be posted online on the Chestnut website for all students to view.
		<ul style="list-style-type: none"> Regarding the request to have the recordings of the CRDC meetings added to the website. The Chair brought forward his email to the committee of April 9, 2021 which identified that we did not receive agreement for this request from all members of the Committee. As such we will continue to abide by the agreement made at our meeting of January 18, 2021. The recordings of the meetings will be used to assist with the creation of the minutes. General discussion regarding the ability of this to be revisited by future iterations of the CRDC committee. Discussion about the process, with some committee members feeling that this should have required a simple majority, not the approval of all committee members.
	<p>Background: Given the serious nature of the outbreak at Chestnut, Food Services followed the advice of Environmental Health and Safety to reduce dining hall capacity as much as possible.</p>	<ul style="list-style-type: none"> Discussion related to the restricted timing of access to the Dining Hall that was implemented during the recent Covid outbreak at Chestnut. The time restrictions were removed effective today, however, there was feedback about the implementation of the schedule and the negative impact it had on students.

	<p>Multiple communication releases Communication to the community informed students experiencing challenges with the restricted timeslots to contact the Residence Dining Manager, and he would address their specific concerns accordingly- 4 students did so.</p> <p>Door Monitors were introduced to best manage the capacity flow during the dedicated time slots. Any student arriving outside of their time slot was not refused entry but was asked to line up and adhere to capacity levels at the time of their visit. Students were encouraged to follow the schedule on future visits to the dining hall.</p>	<ul style="list-style-type: none"> • Student representatives expressed that the floor times were too restrictive and did not allow the students to eat at times that worked for them. Concern was expressed that this system did not serve students who have specific and serious eating disorders as it was too inflexible. The suggestion to partake in the Mobil Pickup provided less choice of menu items, and therefore was not a suitable alternative. • Students already were suffering from a lack of social interaction, and this made this worse. • Generally felt that there should have been an opportunity for the students to sign-up for their preferred time block, not assign them by floor.
	<p>Action Item: Food Services will conduct a full review of the student feedback will be included in that review process.</p>	<ul style="list-style-type: none"> • Further to the suggestion that the Mobile Pickup is a viable alternate to the restricted floor schedule: • It is not a great alternative. <ol style="list-style-type: none"> 1. Much more limited selection of food items and beverage. 2. No way to customize or modify an order – so if you need to ask for “no onions” there is no way to communicate that on the App – forcing you to go to the Dining Hall. • Removal of grill items from the dining hall and making them App Only is problematic. Should be available in both locations. • Combo pricing (chips and a drink) should be the same price as that offered in the Dining Hall.
		<ul style="list-style-type: none"> • Regarding the request to know how many students had topped up their meal plan – and what by what value: As of Thursday, April 8th no Chestnut Resident had requested to top-up their meal plan account. • Regarding the request to share an anonymized list of individual meal plan balances, Food Services has declined.
	<p>Background: At the beginning of the COVID-19 outbreak at the Chestnut Residence, Food Services, experienced a significant reduction in staffing resources.</p> <p>We were fortunate to find a local vendor who could supply our needs on very short notice in challenging times. We acknowledge a mixed response from students to date and we continue to work with this vendor on item selection, ingredients, quality, and pricing. A decision has not been made on when</p>	<ul style="list-style-type: none"> • Students expressed their dissatisfaction with the outsourced “grab n’ go” which has been used for the last 3 weeks. • The product is of questionable quality, and priced higher for comparable items. Effectively this is a price increase at a time when students can least afford it. • Students are a fixed income community and should not be subject to price increases without notice • The vegetarian sandwich options in the outsourced grab n’ go are basically cucumber, lettuce, tomato on bread. Not nearly as good as our normal vegetarian sandwich offerings.

	we would return to the in-house product.	
	<p>Action Item: The feedback from the students has been noted and will inform the work of the external consultation process which is now underway.</p> <p>Background: As the committee saw in the report presented several weeks ago, there are a wide range of meal plan policies across the post-Secondary spectrum, and indeed here at UofT. It should be noted that many schools do not offer a carryover, including Trinity and UC.</p>	<ul style="list-style-type: none"> • Discussion around the 50% of original balance limit for meal plan balances. • Student feedback is that this is too high a limit. • Students believe balances should be refunded in cash. • T-Bucks are not a useful currency outside of the institution. • Even within the institution, T-Bucks cannot be used to purchase the main product of the University, which would be education, and tuition fees. • Student suggestions that perhaps some portion of the funds over 50% (which are not refunded) could be used to create a fund to assist those who find themselves with low balances. • Residence Life provided an overview of the actions that had been taken in recent weeks to connect with students at risk.
ROUND TABLE UPDATES		
2.	Food Service Updates	<ul style="list-style-type: none"> • Chestnut Residence Council partnered with Food Services to provide Eco-Bags with reusables for residents. Food Services is pleased to cover approximately 50% of the cost of the program. • Encourage students to fill out the e-survey asking about items that they feel would be beneficial in similar projects in the future.
	Food Services Action / Response	Student Representative Items:
3.	Action Item: Food Services to ensure clarity of menu item description, and to ensure the listed dishes are available. Allowance will be given for supply chain issues causing last minute menu modifications.	<ul style="list-style-type: none"> • Continue to see issues with items listed on the menu are not available in the dining hall. Specific example, Menu said Canadian Bacon breakfast sandwich, but it was not available when student went to the dining hall
	Update: The vegetarian entrée on April 11 was a dish with beans and lentils – both are sources of protein.	<ul style="list-style-type: none"> • Quality of the vegetarian options seems to have steadily declined. Specific example, on Sunday (April 11) there was no vegetarian protein available at the entre station.
	<p>Update: Chestnut residents are reminded that direct access to Food Services is available at all times of the year though the Dining Manager – through several channels.</p> <p>Action Item: This will be communicated to the Advisory Committee (which includes 3 students) of the consultancy project.</p>	<ul style="list-style-type: none"> • Student expressed concern that there would be limited ability hold Food Services accountable. As this committee will not meet until September. We should look for ways to ensure that students have a process for summer residents to consult with Food Services and provide feedback. • A method of sharing the results of the external consultation should be determined.

	<p>Action Item: While this Committee represents and advocates on behalf of Chestnut Residence, the concern is noted, and Food Service will work to remove the plastic bags across our residences by May and are on track to remove all single-use plastics by the end of the year.</p>	<ul style="list-style-type: none"> • Student inquired as to why plastic bags are still in use at other residences.
	<p>Update: The message to the Chestnut community sent March 29, clearly indicates that both Students and Staff had returned positive tests. Additionally, it mentioned that for this reason some staff that had previously been temporarily laid off were being recalled ensuring effective residence operations could be maintained.</p>	<ul style="list-style-type: none"> • Student inquired why it was not shared that members of staff tested positive during recent outbreak. We saw a lot of new faces in food services. Should have communicated that both students and staff were part of the community that tested positive.
	<p>Update: It is confirmed that Joshna has been contracted and is in working with the consultant to guide her participation.</p>	<ul style="list-style-type: none"> • Student expressed concern that it was their understanding that Joshna Maharaj was to be contracted as a sub-consultant to the Envision review of student dining at New College and Chestnut. The student stated that in conversation with Joshna, they were informed that she had no formal agreement with either the University or the consultant. When asked the student identified that this conversation had taken place about 2 weeks before today's meeting.
	<p>Action Item: All products will be reviewed over the summer with the aim of increasing access to local, sustainable, and fair-trade items.</p>	<ul style="list-style-type: none"> • Student asked if we were any closer to having sustainable chocolate available in the dining hall.

NEW BUSINESS:		
Meeting ADJ :		
<p>The Committee Chair thanked everyone for their active participation, and for staying on the call for an extra 25 minutes to get through the material.</p> <p>Members are thanked for their service, and if returning to Chestnut, encouraged to let Mustafa or the Residence Life staff know if you are interested in joining the CRDC in September</p> <p>The Committee will next meet in September at a date and time to be determined.</p> <p>Meeting adjourned at 5:55pm</p>		