



New Member Guide

2022



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Message from the President



Welcome to the Association for Healthcare Foodservice (AHF). We're so excited you have joined our community. Membership in AHF offers you the opportunity to connect and network with colleagues from across the country, stay informed, and grow professionally. Whether you are new to your role or a seasoned professional, AHF's community, education, and events will help you advance your career and keep your foodservice department self-operated.

AHF is a volunteer-driven organization and I'm proud to be a part of an organization that brings members together, promotes innovation, and serves as the go-to knowledge for the industry. In short, we provide the resources that make our members indispensable to their organizations.

As an AHF member, you now have access to a variety of member resources and opportunities. This packet provides an overview of AHF and its organizational structure, how to access and utilize member benefits and ways to get involved.

Again, welcome to AHF! If you have any questions after exploring this new member guide, please contact AHF staff at membership@healthcarefoodservice.org or 1-800-900-1109 x 704. We look forward to your participation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eric Eisenberg'.

Eric Eisenberg
2022 AHF President

Connect with AHF!



About the Association for Healthcare Foodservice

The Association for Healthcare Foodservice (AHF) is the premier organization for self-operated food management professionals in healthcare and senior dining. We are a 501(c)6 nonprofit organization with a robust membership of professionals and vendors all working in the self-operated foodservice industry. AHF is dedicated to keeping our foodservice departments self-operated, in-house, and homemade.

Our Mission:

To provide the professional network, resources, and tools to promote self-operated foodservice and hospitality in healthcare, senior dining, and related industries.

Our Bylaws:

To receive a copy of our bylaws, email staff at info@healthcarefoodservice.org.



“My membership is valuable because it is the one place that I can consistently get excellent information on healthcare food service topics and ways to solve problems in a self-op nutrition services department.”

“AHF has expanded my network, which has allowed me connect with people all over the states. These new partnerships with vendors and operators have allowed me to provide better quality service and expand my knowledge in the industry.”

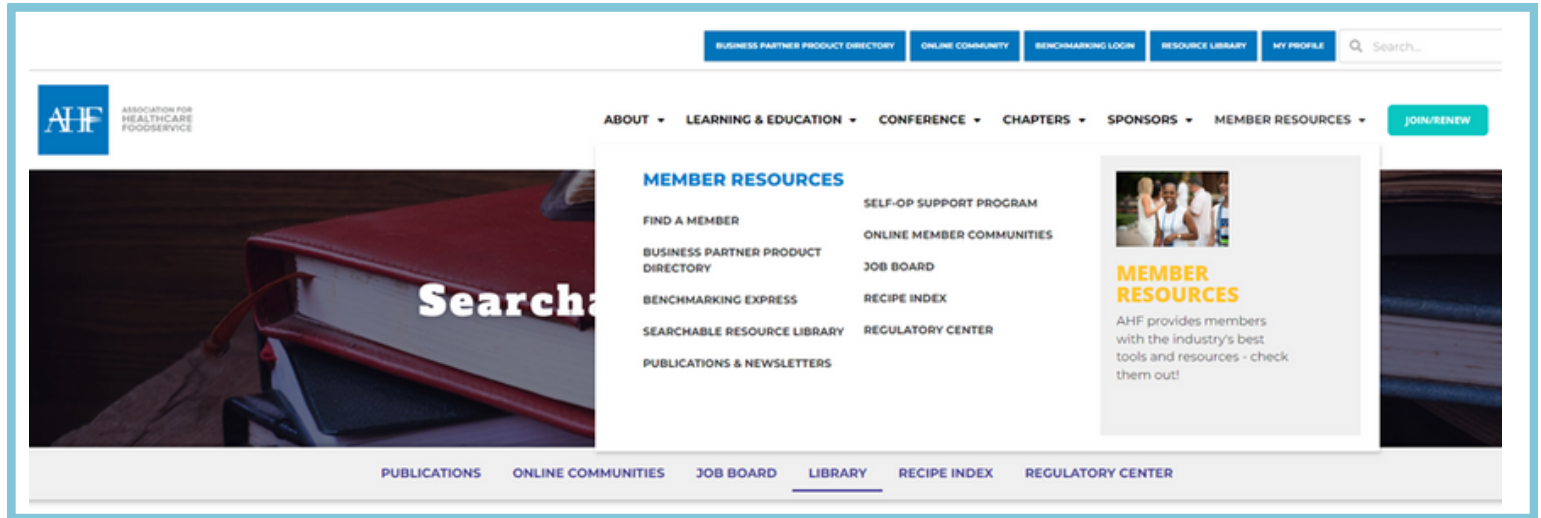


Members Only Log-In

To access the various member-only resources now available to you, visit our website, healthcarefoodservice.org and click on “My Profile” in the top right corner of the homepage.

To log-in, you’ll use your work address associated with your membership and can set your password by [clicking here](#) and following the instructions to reset your password.

Once you’re logged in, you can navigate to and utilize any of the member-only sections of the website, like our resource library, regulatory center, and online member communities.



Next Steps

Update Your Profile

Make sure your profile is accurate and up to date with your address, contact information and title. Plus, add a profile picture, include a short bio, and work history for members to get to know you better.

Member Communities

Join the AHF Online Member Community (listserv) and begin engaging with your fellow AHF members. You can update your settings to receive email notifications about new posts and responses in real time, once a day, or opt out of receiving email notifications. Participating in the community discussion boards is a fantastic way to start networking and connecting with members from across the country. Plus, it's a great way to seek input from your peers as well as provide advice and expertise on topics that have worked for you and your self-op colleagues.

Whitelist Emails

Ask your IT department to whitelist AHF’s email domain, @healthcarefoodservice.org, to make sure you receive our regular emails and updates. A whitelist is a list of approved or safe email addresses to help a spam filter determine whether it should allow delivery.

Get the Most Out of Your Membership

BENCHMARKING EXPRESS™

AHF's Benchmarking Express™ is a robust online program offering streamlined reporting, performance indicators, reports, statistics, and trend graphs that drive success. The program is free to AHF's self-operated acute care and senior dining members. It is a sophisticated system where members can enter monthly data points and analyze their operation across 30+ Key Performance Indicators (KPIs). It goes beyond a simple annual dashboard of industry metrics, giving your operation data a home while providing real-time benchmarking functionalities.

A Key Tool for Any Operator:

- Provides a personalized financial & KPI dashboard for each facility
- Evaluates performance and identifies areas for improvement
- Supports budget planning and preparation
- Prepares organizations to fight contractor bids and intrusions
- Validates department's value

How To Get Started:

A Benchmarking Express™ profile has already been created for you. Log into to the benchmarking system [here](#) with your AHF online username and password.

Your first task will be to complete our Annual Benchmarking Facility Demographics Survey. This survey must be completed at the beginning of each year and upon first entry.

Note that to view and compare benchmarking data, you will need to start entering data for your facility.

System Level Benchmarkers:

If you are the administrator of multiple facilities that benchmark with AHF, please confirm you have access to all the appropriate facilities. AHF staff will be able to resolve any access issues and customize your system-level access.

Need help?

If you need assistance or have any questions, please reach out to AHF staff at benchmarking@healthcarefoodservice.org and a member of our staff or our Benchmarking committee will be able to assist you.

Not Sure Where to Begin?

Members of our Benchmarking Committee are here to help. If you're looking for someone to walk you through the system or get a better understanding of how to best use the tool, let us connect you with a member of the Benchmarking Committee; email AHF at benchmarking@healthcarefoodservice.org.

ONLINE MEMBER COMMUNITITES

Our online member communities are online spaces for members to chat with one another, share resources and documents, ask questions, and share insights. With our online discussion boards and communities, you'll never have to tackle a problem alone.

Members are encouraged to join the communities and participate in the ongoing discussions. It's one of AHF's most valued resources, so be sure to join and subscribe.

[Click here](#) to join and explore AHF's Primary Member Community. Be sure to familiarize yourself with AHF's online community rules and guidelines, found [here](#).

SEARCHABLE RESOURCE LIBRARY

Utilize our online resource library for access to useful tools and resources to help you navigate operational challenges and guide you to success. Search among various sources and filter by topics to find what you need. Resource topics include budget and finance, retail operations, room service, contractor threats and so much more. Access our resource library [online here](#).

PRODUCT & MEMBER DIRECTORIES

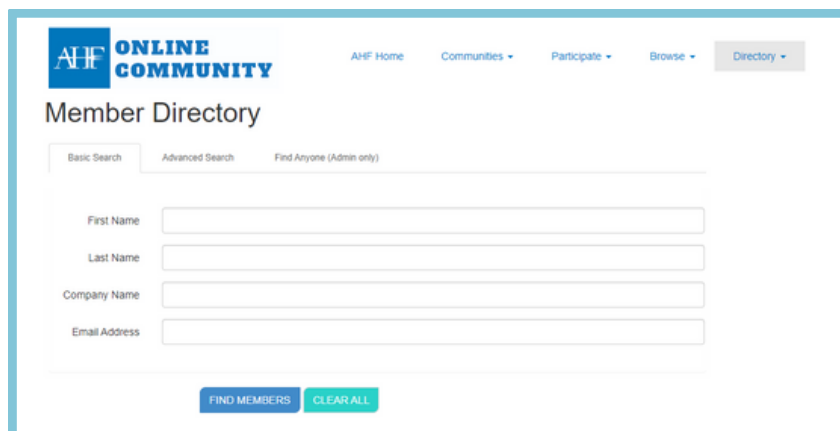
Product & Service Directory for Operators

AHF's Business Partner Directory allows our members to search through the directory quickly and efficiently to sort and filter down the Business Partners you need to contact. Available in both an [online](#) and [printable](#) version, the directory is kept up to date and can be searched anytime.

We encourage our operator members to use the directory as your first stop when looking for new products and services. AHF Business Partners take special care of our members, offering customized service, personal contacts, discounts and more. They have made sizeable investments in AHF and they appreciate your year-long support.

Member Directory

Grow your professional network and connect with fellow AHF members with our online, searchable [member directory](#).



The screenshot displays the 'Member Directory' search page within the 'AHF ONLINE COMMUNITY' portal. The header includes the AHF logo and navigation links: 'AHF Home', 'Communities', 'Participate', 'Browse', and 'Directory'. Below the header, the title 'Member Directory' is prominently displayed. A search bar area contains three tabs: 'Basic Search' (selected), 'Advanced Search', and 'Find Anyone (Admin only)'. The search form includes four input fields: 'First Name', 'Last Name', 'Company Name', and 'Email Address'. At the bottom of the form, there are two buttons: 'FIND MEMBERS' and 'CLEAR ALL'.

ONLINE EDUCATION

Let us be your go-to source for education and training. AHF offers free, accredited webinars throughout the year to help you continue to grow professionally.

- One-hour webinars are offered each month, with the exception of August, focused on a different topic or theme each month. These webinars are accredited by AND and ANFP.
- Coffee Talks, 30-minute microlearning sessions, offered throughout the year on an industry topic and operator story.

All AHF online education is free for anyone to attend, but the ability to watch on-demand recordings of webinars and Coffee Talks are exclusive to members. Visit our [Online Learning Center](#) to watch past webinars and earn CEU credits.

PUBLICATIONS & NEWSLETTERS

AHF strives to keep our members well informed and stay up to date about the latest and greatest in the industry. AHF members receive free access to the following publications:

- Self-Op Weekly Bites Newsletter – A weekly e-newsletter that goes out every Friday morning. This newsletter pulls together custom-tailored industry news from various sources all in one place, giving you access to the articles and content that benefit your operation the most.
- S.O. In the Know Newsletter – AHF's monthly newsletter that keeps members informed with association news, calendar of events, and member highlights.
- S.O. Connected Magazine – Quarterly printed magazine which serves as our flagship publication. The magazine is also available electronically and archived issues can be found [here](#).

Note: Make sure you have whitelisted info@healthcarefoodservice.org as an authorized sender through your facility firewall to make sure you receive these newsletters and other electronic communications from AHF.



SELF-OP RESOURCES & SUPPORT (SOS) TEAM

As the premier organization for self-operated food management professionals in healthcare and senior dining, a key member benefit is access to our Self-Operated Project Team, whose mission is to support, encourage and engage facilities to be self-operated or stay self-operated. The program provides:

1. Resources to self-operators who need to prove their value
2. Resources to operations looking to become self-operated
3. Support to newly minted self-operated facilities and organizations
4. Support to operations under threat from contractor(s)

If you are encountering one of these scenarios, we encourage you to submit an SOS request. The SOS Team is made up of current AHF leaders, subject matter experts, consultant partners and operators who can lend support to individuals in urgent need.

[Click here to access the SOS Request Form.](#)

CULINARY TOOLS & EVENTS

Visit AHF's [Recipe Index](#) for creative menu inspirations and submit one of your own recipes to be included. Filter by meal type, diet, uses, nutritionals, and cooking methods to spark creativity and new ideas in your kitchen.

AHF also hosts a culinary cooking competition each year at our annual conference. This career-changing competition is a highlight of the conference each year and a can't miss event. All members are encouraged to apply and submit a recipe. Selected finalists receive a full scholarship to attend the conference along with a travel stipend.



REGULATORY CENTER

Our [Regulatory Resource Center](#), one of AHF's newest member benefits, provides members with narratives, documents, links and more to help ensure you and your team are prepared for your next regulatory need.

Regulatory Information

- + Regulatory Readiness Introduction & Forward
- + The Joint Commission
- + Healthcare Facilities Accreditation Program (HFAP)
- + Det Norske Veritas Healthcare, Inc. (DNV)

Foodservice Regulatory Agency Links

- + Links

Regulatory Documents (Templates, Training, Tips, Checklists, and More)

- + Downloadable Documents/Resources

AWARDS RECOGNITION

Our industry is full of dedicated, passionate and hardworking individuals and at AHF we love shining a spotlight on our community. Each year, in conjunction with the annual conference, AHF honors members with our industry awards. Members are encouraged to nominate others as well as themselves to be considered. The following awards are recognized each year.

- Sustainability Award
- Benchmarking Award of Excellence
- Chapter of the Year Award
- Exemplary Leadership Award
- Future Horizon Award
- Partnership in Leadership Award
- Spotlight Award

For more information about each award, [click here](#).



JOB BOARD

Looking for a new job or have a job opening you're looking to fill? AHF's Job Board is here to help. Members can post an open job for 30 or 60 days for FREE or 90 days at a discounted rate. Postings can even be featured so that it is promoted at the top of the board, the post is highlighted, and is published in the Google Jobs Network.

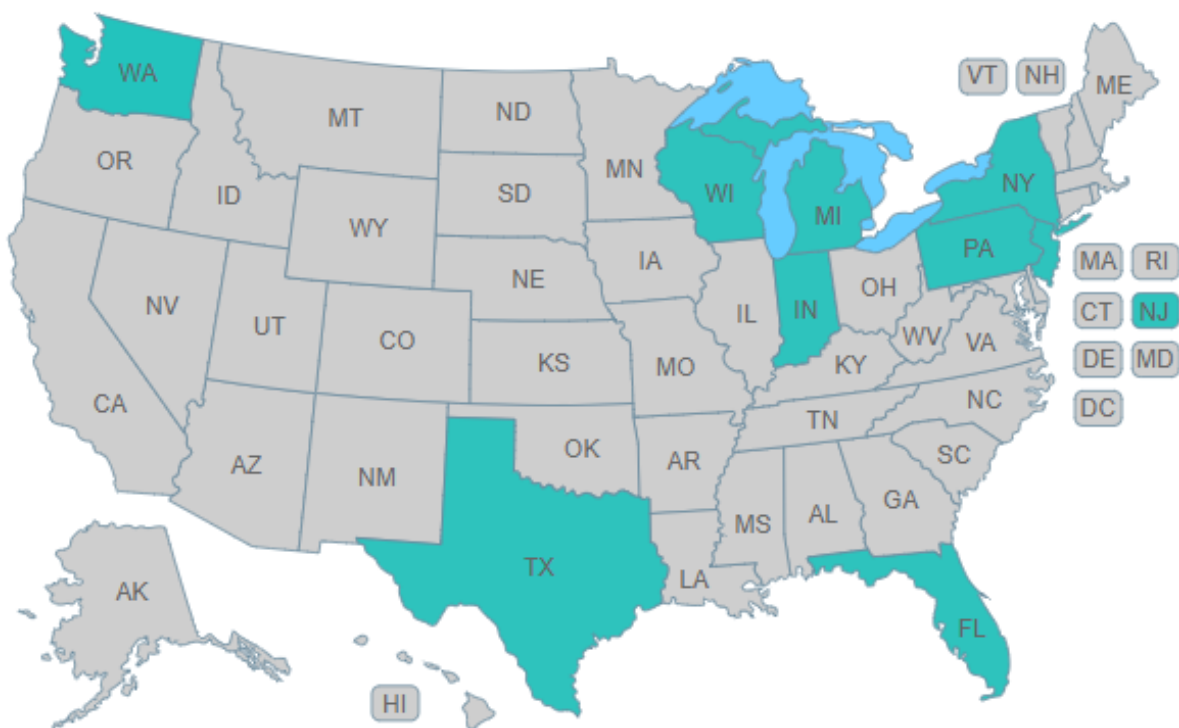
For those looking for a new position, members can sign up to receive an email when new jobs are posted and can also upload their resume.

[Check out the Job Board here.](#)

LOCAL CHAPTERS

AHF chapters bring members together closer to home and provide fantastic networking opportunities, professional development, support, and long-lasting friendships.

Chapters help AHF stay up to date on upcoming trends, industry concerns, and provide relevant resources. Each chapter also serves as a pathway to national events, programs, membership, and leadership. Currently, AHF has nine active chapters. For information on each chapter, [click here](#).



AHF Annual Conference

AHF's Annual Conference is the can't miss event of the year. Join like-minded peers from across the country for three days of networking, education, and inspiration. In addition to the valuable educational sessions, thought provoking keynote speakers, and unforgettable receptions, the AHF Marketplace and Exhibit Hall provides operators the opportunity to meet with business partners to learn about the latest and greatest products, new innovations, and upcoming technologies.



Operator Scholarships:

AHF's Annual Conference strives to be valuable and essential for our operator members. Each year, we are proud to provide scholarships to assist our operator members in attending the conference, thanks to the generous contributions of AHF, our local chapters, our members and most of all, our valued business partners. These scholarships cover a significant portion of the total registration fee.

Our conference planning committee ensures that operator conference registration includes all meals, receptions and activities. Attendees can also sign up for additional pre-conference workshops and area activities.

Applications for operator scholarships become available each spring. For more information, visit the conference website, ahfconference.org.

Conference Education:

We're pleased to offer attendees continuing education credits at each of our annual conferences. We request accreditation from ANFP, AND (CDM) and ACF. Each year, an attendee is projected to be able to earn approximately 15 CEUs by attending our conference sessions.

Leadership Competencies Include: Business acumen, emotional maturity, executive management skills, employee retention and engagement, service orientation, team building, strategic innovation, strategic thought, vision setting, risk-taking, decision making, communications and marketing, and more.

CONFERENCE EVENTS & ACTIVITIES

In addition to the superb line up of speakers and unique learning experiences, our annual conference is packed with hours of networking and on and offsite activities for you and the family.

Networking Events & Area Activities:

The annual conference is planned in the spirit of work-life balance and as such, members are encouraged to bring their partners and/or family to enjoy the hotel amenities and area activities. At each conference, AHF arranges for area activities, like cooking classes, golf events, and tours of local attractions. These activities are open to all and great for the whole family.

Receptions & Conference Events:

- New Attendee Orientation
- Opening Reception
- AHF Culinary Competition & Reception
- AHF Culinary Competition Afterparty
- Celebrate AHF Closing Reception



Leadership & Organizational Structure

BOARD OF DIRECTORS

AHF's leadership draws from the expertise and industry experience of our most valuable resource – our member base. Comprised of healthcare foodservice professionals, from facilities large and small, from acute care and senior living, AHF's leadership believes healthcare is best served by the self-operated foodservice model. Board members serve for a typical 2 or 3-year term with annual terms running from January-December.

To view the current list of Board of Directors, [visit our website here](#).

INDUSTRY ADVISORY BOARD

AHF's Industry Advisory Board (IAB) are Board-appointed individuals from AHF's business partner members companies. Each of our IAB members are highly dedicated members of the AHF community working to further promote AHF and its self-operators. IAB members serve 2-3 years terms. The Chair, Vice-Chair, and Immediate Past Chair serve as members of AHF's Board of Directors.

To view the current list of IAB members, [visit our website here](#).



Get Involved

COMMITTEES

Our volunteer leaders who serve on AHF's various committees are key to guiding the association's strategic goals, responding to the needs of the industry, and making sure AHF continues to be a valuable professional association for our members. AHF's committees provide an opportunity for members to use their unique experiences, skills, and interests to promote and defend the self-operated healthcare foodservice industry.

Current Active Committees:

- Awards Committee
- Benchmarking Committee
- Chapter Advisory Board
- Conference Planning Committee
- Culinary Competition
- Editorial Advisory Board
- Education Committee
- Leadership Development Committee
- Membership Committee
- Self-Operated Project Team
- State of the Industry Report Development Committee

A description of each committee can be found on our [website here](#).

How to Serve on a Committee:

Committee terms are from January 1 through December 31 for all committees except for the Conference Planning Committee and the Culinary Competition Committee, which begin in October to align with conference planning activities.

Each September, AHF puts out a call for volunteers. If you are interested in joining a committee, please [complete this form](#) or reach out to AHF staff for more information.

CHAPTERS

Looking to get involved at the local or regional level? Become a member of your local chapter. Find more information about our chapters on our [website here](#).

Don't see a chapter in your area? Find information about how to start one on our website, which includes a checklist to help you get started as well as the chapter handbook. AHF assists our chapters by providing Zoom Meeting and CEU submission support. We also offer chapters the option to build a micro-site through AHF's primary website. For more information about our chapter resources, [click here](#).

Contact Us!

We appreciate having you as a member, and we are here to serve you! Don't hesitate to reach out to AHF with any questions or concerns.

We look forward to hearing from you.

AHF Staff:

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Hillary Hutchins, Education & Membership Manager

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Sarah Bennet, Program Manager

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Christin Swingle, Marketing & Communications Manager

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