



# Serving Up Satisfaction

For many hospitals and health centres there's been a steady of growth of single use dishware over the past decade. The increased use can be attributed to stringent standards around infection rates, but also around the improved quality of products available on the market. Helping to redefine this category is Burlodge's Eversio line of disposable dishware, a fully compostable, chemical free and recyclable product line that is proving to be of great benefit to catering services for so many reasons.

Made from 100% sugar cane fibre, Burlodge's Eversio not only meets the environmental standards that health centres want to promote, but for Nutrition Services Leader at Rouge Valley Health System Karen Chang, it is proving better for staff, patients and operations all around.

Karen is responsible for overseeing all meal assembly and production as well as the food purchasing for both the Rouge Valley Centenary location and Rouge Valley Ajax & Pickering. She manages a staff of approximately 40 people and between the two sites, her operation prepares upwards of 400 trays per meal.

## Early Adopter

The Rouge Valley Health System had originally opted for single use dishware in 2003, so they were familiar with its use. At the time, the hospital had been considering strategies for better managing infection control, and it didn't take long to convince Karen Chang and her team that there was no looking back.

"We were probably the first ones using the Burlodge disposable products in Toronto. At that time it was a specially designed Stoneware style dish, lid, and bowl made by Dixie for Burlodge and right away we knew single use was here to stay," recalls Chang.

As well, the fact that the SARS crisis was very much in the public eye made the decision to stay with single use all that much simpler. "With the increased focus on infection control within the units, single serve dishware has been great for us," says Karen.



## The Opportunity

In 2009 Burlodge was notified that Dixie would no longer produce Stoneware disposables and so it was time to find a replacement. "With every challenge there is an opportunity," says Paul Gauntley, President of Burlodge Canada, and so Burlodge searched for a line of single use wares that would be just as appealing to the eye but more healthy for the planet. As stoneware was going to landfill, Burlodge felt it was extremely important to find a 'green' solution. This was especially true since the company had recently implemented its B-Green Program, an environmental initiative for the company and its products.

Finding the right supplier involved factoring in a number of key considerations. Notes Gauntley, "Healthcare foodservice needs very specific traywares that take up little space on the tray and that are just the right height to fit between trays as they slide into a delivery rack." We found a manufacturer who was willing to custom build what we needed." Hence, Eversio was born – a fine balance of good looks, functionality, and an environmentally friendly outcome.

When the opportunity arose for Rouge Valley to try the new Eversio dishware in 2010, Karen Chang and her team were willing participants. The prospect of using fully compostable materials was a definite plus, but given that many of the health centre's staff were long term employees, the ergonomic advantages had an immediate impact.

"Our staff is on average a bit older here, so they noticed how much easier it was to carry the trays with lightweight disposable dishes compared to traditional china. This was especially true when pushing the carts filled with trays."

Naturally, the line of dishware also met the infection control standards at the hospital, which is an ever-growing issue in the sector. Says Karen, "Even the cutlery is packaged in a hygienic bag so we don't have to touch it."



## The Rewards of Organic Waste

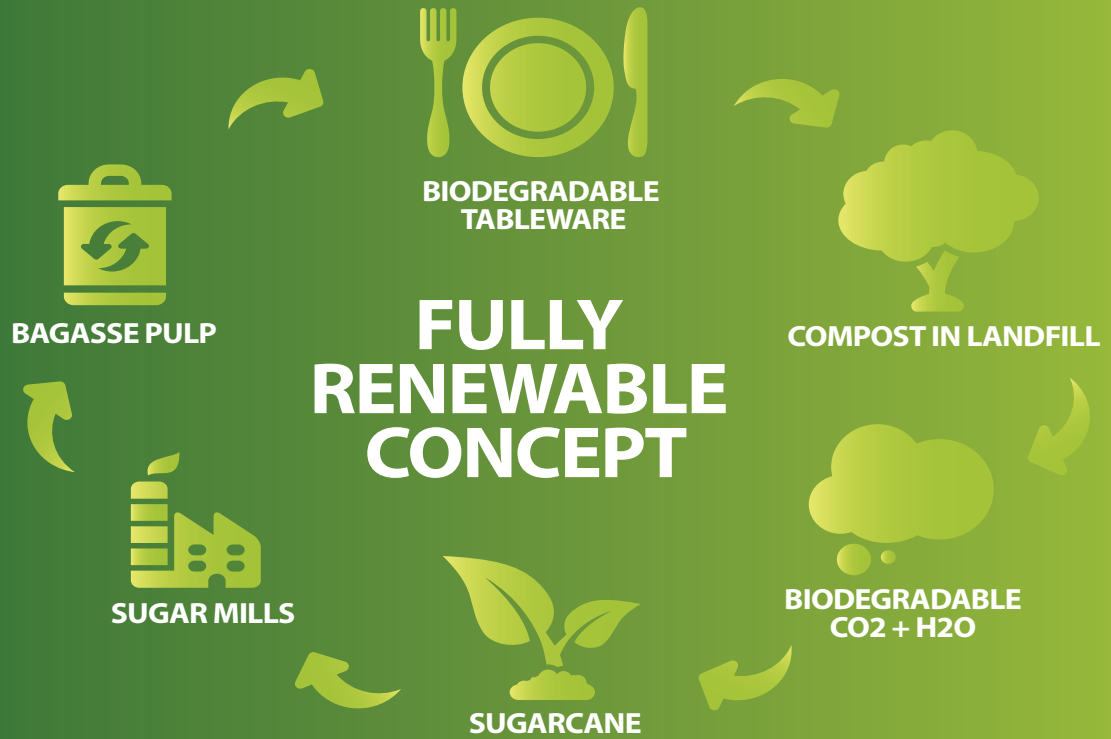
The most prominent advantage is the compostable quality of the product line. This helps Rouge Valley promote a stronger recycling program while it works toward a drop in the amount of waste that it previously had to pay to remove. Staff are not straining to move heavy loads of waste either. With Eversio in use, the hospital food service staff simply wash trays and cups (soon the cup will be a high heat friendly recyclable cup). The rest is sorted to recycling with the majority of tray waste going to an organic waste program.

Then there are the associated cost reductions associated with the dishroom. Now there is hardly the demand placed upon the dishwashing equipment, so it extends the lifespan of the hardware. When Karen had to source a new machine, she did not have to spend additional funds on a heavy duty model. There's also a reduction in the amount of water used to clean traditional china. The chemical usage and related costs are diminished and there are savings on associated energy expenses.

This is a significant shift for staff as well, as less reliance on the dishroom meant employees could be redeployed elsewhere. Again, with many long term employees on staff, the elimination of heavy lifting, repetitive movements and other ergonomic concerns all contributed to improving the operation's bottom line.

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## Eversio

\ i-vərs-ē-ō, from Latin: to destroy or ruin  
(having the ability to composte - Burlodge)

## Advantage, Eversio

With all the cost benefits and environmental advantages that Eversio brings, Karen is also quick to point out that one of the most prominent features is that it's an attractive, clean looking product. "When staff saw it for the first time they were impressed because it looks so good. Food looks even more presentable on it."

Paul Gauntley has been pleased with the results so far. "We tested the Eversio products at Rouge and redeveloped the product until we got it right and thanks to their expertise we now have a full line up of products specially designed for healthcare."

So, are you ready to sample Eversio disposable dishware? Contact Burlodge to discuss how your operation might be ready to go single-serve Eversio today.