



## Mike Dettmer / Twin Towers

*I'm the Dining Director at Twin Towers. I went to culinary school to learn the field and then worked my first senior living community five years in. From that moment on, I fell in love with it.*

*I worked for Morrison prior to the transition to Twin Towers. This is the kind of nonprofit atmosphere and mission that speaks to me, like the benevolent care at LEC. It's so awesome for an organization to provide a continuum of care and shows our commitment to caring for the residents and giving them the best experiences. LEC wanted to go back into taking care of dining themselves and has brought our communities under that one umbrella together. We've had staff from the other Life Enriching Communities to help us with this transition, and we're very excited to give that quality service to our residents.*

*We're working on the Assisted Living Reno project, which will offer more kitchen space, like the flattop to cook to order. Our goal is to mimic the Independent Living experience because we don't want you to transition from Independent Living to Assisted Living and feel like it's so drastic of a change. There will also be a new bistro in the front of the building, so visitors can experience great dining right away. We're looking to bring new and different recipes than what we've used before for all levels of care. We listen to the forms and discussions in the dining committee and want to deliver. With the bistro, we have more freedom to discover new dishes. We're getting a new waiting lounge so residents can sit in and relax while waiting to be seated. It gives them dignity and enhances the experience.*

*We want the residents to feel at home since we're in their home, working and serving. We have theme nights that feel like a night out without having to actually go out, a great blend of the restaurant experience while feeling at home. It gives them that comfort so they can talk to us about things they like and don't like. There are hundreds of pallets we want to make happy, so we make sure we're listening and trying to accommodate the masses. We want there to be overall satisfaction as well as one-on-one opportunities for residents to meet their unique needs so everyone can be happy. One of the big things we care about is reinforcing open communication because we can always learn and grow from that. You should experience that quality of life through all stages of life, from Independent Living to rehab. It's about positivity and feeling heard. It takes one less worry away while they're here and dealing with personal things.*

*Listen and take time! I always enjoyed cooking and knew I wanted to be in this kind of role, so it takes listening and care. You have to really care about why you're here. We're in someone's home, and it's our responsibility to make them feel as comfortable as possible.*