

PATIENT

Satisfaction Guide



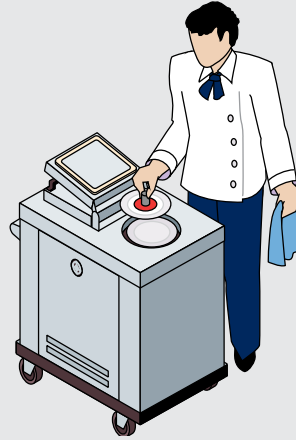
CAMBRO
Healthcare

A Successful Meal Delivery

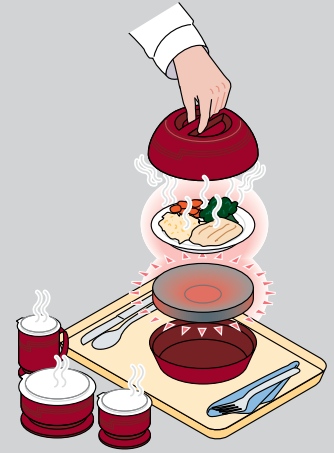
Food temperatures can greatly impact patient satisfaction. A successful meal delivery is achieved through a well-timed and planned coordination of hot food, a hot plate and supported by a reliable temperature retention system.



Hot Food



Hot Plate



Hot Base/Pellet

How to Choose a Temperature Maintenance System

Consider facility size, time and distance to deliver foods and the meal service style you offer when selecting a temperature maintenance system.

1. Number of Beds

2. Delivery Time and Distance

3. Type of meal service:
Trayline or Room Service



Table of Contents



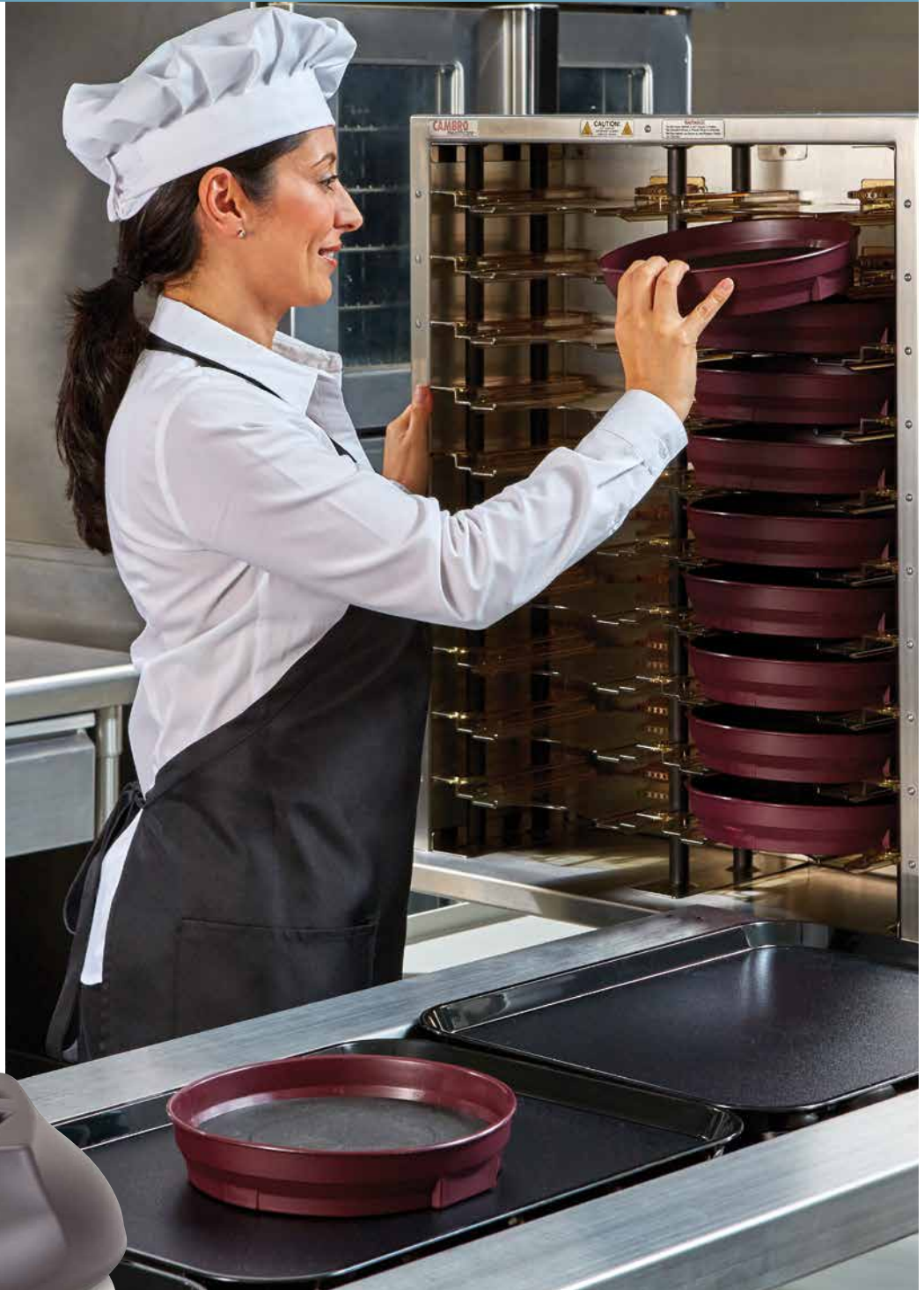
Temperature Maintenance Systems.....	04
Trays and Insulated Ware	08
CamLids and Tumblers.....	12
Meal Delivery Carts	14
Catering and Satellite Feeding	16
Mobile Vending Cart	18
Back of House	19
Foodsafety 101	27

Temperature Maintenance Systems

Camduction® Complete Heat System

The Camduction Complete Heat System is a flexible, efficient base-heating solution for acute and long-term care facilities.

- Maintains foods hot at 140°F or higher for up to 60 minutes*.
- Heats up to 20 bases at once in 4-6 minutes, improving operational efficiency.
- Independent base slots reduce the risk of service interruption.
- Base fits most 9" plates.



Tips!

Once the initial 20 Bases are charged, begin your tray assembly. Replace each base that's pulled for continuous service.



Camduction Operating Video

* Holds hot foods safe at 140°F or higher for up to 60 minutes when used with a heated plate and covered with a dome.

Temperature Maintenance Systems



Camduction® Complete Heat System

The most efficient heat retention solution, holds hot food at safe temperatures 140°F or higher for up to 60 minutes.

- Camduction Bases are durable and dishwasher safe.
- Resistant to chips, cracks and breaks.
- Revolutionary technology eliminates errors or issues with spikes in voltage.



Camtherm® Thermal Pellet System

An alternate choice for maximum heat retention, holds temperature for 60 minutes or more.

- Holds heat at its core to keep hot foods at safe temperatures.
- Is a high-density plastic material that won't dent like metal pellets.



Camchiller® Pellet System

Keeps cold food below or at 40°F for up to 45 minutes when used with a chilled plate and insulated dome.

- Shatter-resistant at freezing temperature.
- Stackable for easy transport and storage.
- Can be used with or without an underliner.
- High-temperature dishwasher safe.
- Fits 9" plate.



Temperature Maintenance Systems

Camtherm® Plate Heater

Extend hot food temperatures by using plates heated in the Camtherm Plate Heater. Increase food quality and enhance patient satisfaction.

- Even, convection heating from top to bottom.
- Self-leveling plate dispensers hold 50 plates in each silo.
- Insulation keeps exterior cool to the touch.
- Fits ceramic or china plates up to 10.5" in diameter.



CHPL100
Back

ENERGY EFFICIENT

dual zone with adjustable temperature for each silo up to 175°F.

CHPL100
Front

Temperature Maintenance Systems



Advanced digital controls.

Full 270° door swing with magnetic catch.

Removable tray slides with tilt feature.

Recessed hand grips and rear mounted push bar.

1/2 HP Hi-Torque Condensing unit.

2 rigid and 2 swivel w/brake.



Optional Model: Space saving sliding door available for limited space applications requires only 90° swing.

Air Curtain Ultra™

The Air Curtain Ultra is a necessity for any Healthcare room service or tray line operation. The ACU offers mobile refrigeration that can maintain cabinet temperatures of 41°F or below for 2 hours with the door open*. Perfect for staging cold sides, deserts, drinks or salads in your tray assembly area, operators can quickly access these items without risking temperature issues.

- Stainless steel construction with welded base frame provides durability.
- Fully insulated cabinet and door for cooling efficiency.
- Multi directional cold air flow provides an even temperature throughout the entire cabinet.
- Intuitive control panel includes temperature set points, actual temperature indicator, clean condenser reminder and door open alarm.
- Air Curtain Ultra ships FOB and is exempt from any Cambro pre-paid freight programs.



Trays and Insulated Ware

Save Tons with Non-Skid Trays:

Camwear® Non-Skid Trays, Non-Skid Versa Camtrays®, and Decor Series EpicTread™ Camtrays.

Switch to non-skid trays to eliminate the ongoing cost of disposable paper tray mats while reducing waste.

- Non-skid surface keeps traytop items in place, preventing spills during service.
- High temperature dishwasher safe.
- Camwear Non-Skid Trays and Non-Skid Versa Camtrays are available with/without handles in 14" x 18" and 15" x 20".



Non-Skid Versa Camtrays



Camwear Non-Skid Trays



Decor Series EpicTread Camtrays



Camwear Non-Skid Trays

Camwear Non-Skid Trays are highly durable, ideal for patient meal delivery and high traffic cafeterias."

- Made of durable polycarbonate material.
- Scratch-resistant and won't chip or break.
- Stacking lugs keep trays in place and ensure proper airflow when stacked.



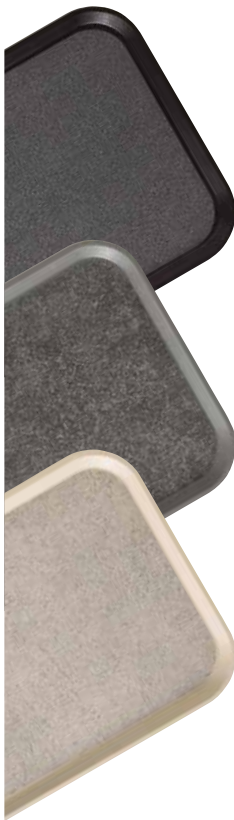
Black (110)



Smoked Metal (485)

Dark Cranberry (488)

Trays and Insulated Ware



Black with Pebbled Black (382)

Pearl Gray with Titan (381)

Ivory with Sahara (380)



Non-Skid Versa Camtrays

Non-Skid Versa Camtrays are made of durable fiberglass material, providing a lightweight patient meal delivery tray.

- Ergonomic handles allow for safe handling.
- Stacking lugs keep trays in place and ensure proper airflow when stacked.



Stonewash Gray (810)

Charcoal Gray (815)

Light Olive (820)

Dark Oak (825)

Light Oak (830)



Decor Series EpicTread™ Camtrays®

Décor Series EpicTread Camtrays provides the modern appearance of rustic woodgrain. The surface is embedded with a clear EpicTread, non-skid material to prevent accidental spills.

- Made of durable fiberglass material.
- Stain and chemical resistant.
- Personalize the surface edge-to-edge with logo or artwork to enhance your brand.

CUSTOMIZED SAVINGS
\$\$ CALCULATOR \$\$

Make an impact on your bottom line!



apps.cambro.com/TrayCalculator

Trays and Insulated Ware

Modern Insulated Ware

Make a lasting impression on your patients with an attractive traytop presentation. Choose from the contemporary Harbor Collection or the classic Shoreline Collection.

- Neatly matched insulated domes, mugs and bowls.
- High-performance, made of durable polypropylene.
- High temperature dishwasher safe.
- Domes fit 9" plates.
- NSF listed mugs, bowls and domes.



Harbor Collection

A stylish tray top presentation gives patients one more reason to look forward to meal time. Cover the insulated mugs and bowls with Cambro's existing line of disposable or reusable CamLids® to extend temperature retention while making delivery safe and spill-free.



White
148



Meadow
447



Cranberry
487



Navy Blue
497



Smoked Metal
485



Black
110

Trays and Insulated Ware



Shoreline Collection

Maintain top quality care and presentation with the classic look of the Shoreline Collection. Cover the insulated mugs and bowls with Cambro's existing line of disposable or reusable CamLids® to extent temperature retention while making delivery safe and spill-free. Domes are available in standard and low profile sizes.

Low Profile Dome Option:



Perfect for limited tray spacing as low as 4 1/2".



110
Black



447
Meadow



457
Wheat



480
Speckled Gray



487
Cranberry



497
Navy Blue



Classic White Ceramic Ware

Create an upscale dining experience or a homelike environment with white ceramic ware.

- Microwave, oven and freezer safe, enhancing operational efficiency.
- Protect contents in mugs and bowls with disposable CamLids.



MDSPLT9
Ceramic Plate



MDSB9C
Ceramic 9 oz Bowl



MDSB5C
Ceramic 5 oz Bowl



MDSM8CNL
Ceramic Contoured
8 oz. Mug

CamLids and Tumblers

Disposable and Reusable CamLids® for Mugs and Bowls

Securely cover Cambro mugs and bowls with tight-fitting disposable or reusable lids. Use the same lids for both Harbor and Shoreline Collection.

CUSTOMIZED SAVINGS
\$\$ CALCULATOR \$\$

Go green and save up to 75% per year on lid cost!



apps.cambro.com/LidCalculator

Disposable CamLids

- Quality material
- Secure fit
- Sturdy edges



Reusable CamLids

Switch to reusable CamLids to improve your bottom line through reduced labor and recurring consumable costs.

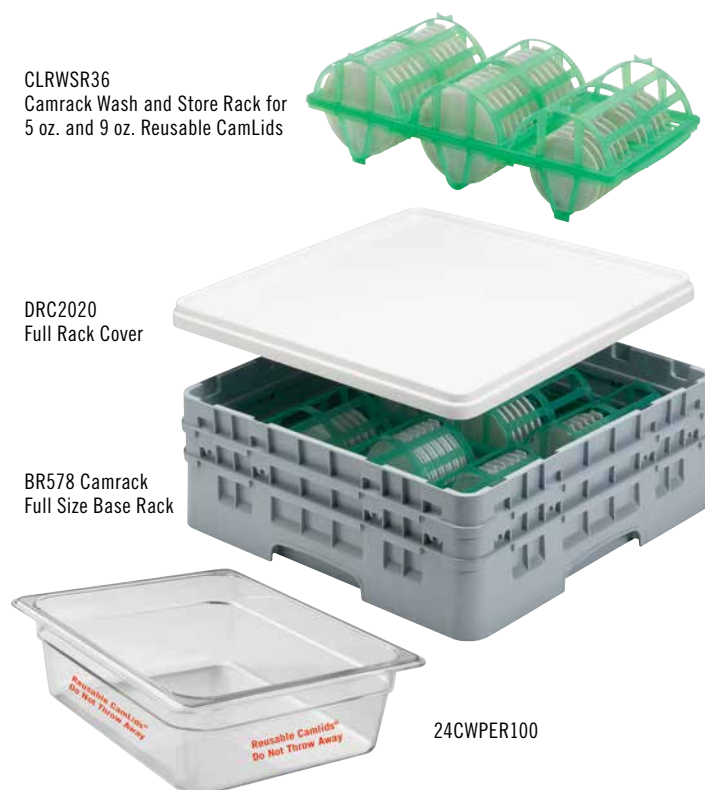
- Dishwasher safe.
- Maintains temperatures longer.



Camrack Wash and Store Rack

Wash and store Reusable CamLids inside this patented Wash and Store Rack to prevent loss.

- Each rack holds 36 Reusable CamLids.
- Use one full size base rack to fit two Wash and Store Racks.
- Fits 5 oz. and 9 oz. reusable CamLids.



CamLids and Tumblers

Reusable Tumblers with Disposable CamLids®

Serve refreshing beverages in stylish tumblers with the clear look of glass but with the light weight of shatterproof plastic. Secure with tight fitting disposable CamLids with cross slot for straw.

6 Ounce



LT6 Laguna Tumbler
CLLT6 Lid



LDT6 Lido Tumbler
CLST6 Lid

8 Ounce



NT8 Newport Tumbler
CLNT8 Lid



LT8 Laguna Tumbler
CLLT8 Lid

9 Ounce



NT9 Newport Tumbler
CLNT9 Lid



900P Colorware Tumbler
CL900P Lid



LDT9 Lido Tumbler
CL900P Lid

10 Ounce



NT10 Newport Tumbler
CLNT10 Lid



LT10 Laguna Tumbler
CLLT10 Lid



LDT6 Lido Tumbler 6 oz
CLLT6 Lid



LDT9 Lido Tumbler 9 oz.



Lido® Tumblers — Designed to promote hydration

Measure patient fluid intake with 6 oz. and 9 oz. tumblers with etching in 2oz. increments from the top down.

Meal Delivery Carts

Deliver Meals Quietly

Reduces hallway noise and maintains optimal food quality up until delivery, enhancing the patient experience.

- Designed to promote air circulation to keep food at adequate temperature.
- Built with quiet, easy-to-maneuver casters.
- Models available for 14" x 18" and 15" x 20" with standard rail spacing 5¼".
- Doors open 270° for easy access.



Dual Access Room Service Cart 10 Tray Capacity

- Specifically designed for room service applications.
- Access trays from both sides of the cart for easy loading and unloading.
- Fits 15" x 20" trays.



Airpot and Condiment Station

- Securely fits on the 10-Tray Dual Access Room Service Cart.
- Ideal for point of service coffee and tea.
- Keeps condiments organized.



Meal Delivery Carts



MDC1418T16

Meal Delivery Carts 16 Tray Capacity

- Large stainless steel paddle latches are easy to open, rust-free and removable for easy cleaning.
- Molded in handles for easy maneuvering.
- Models available for 14" x 18" and 15" x 20" tray sizes.



MDC1418S20

Meal Delivery Carts 20 Tray Capacity

- Louvered vents on the back promote air circulation, optimizing food quality.
- Quiet, nylon casters for easy maneuvering while enhancing patient rest and recovery.
- Ideal for standard meal delivery.
- Models available for 14" x 18" and 15" x 20" tray sizes.
- Low profile design allows for transport of support products on the top of the cart.



MDC1418T30

Meal Delivery Carts 30 Tray Capacity

- Heavy duty nylon handles are securely mounted and nested into each end.
- Ideal for large facilities with standard meal delivery service.
- Models available for 14" x 18" and 15" x 20" tray sizes.
- Offers an enclosed solution for dirty tray retrieval.

Catering and Satellite Feeding

Pro Cart Ultra®

The Only Hot and Cold Transport Cart

- Customize the cart to support any menu with a choice of active hot (150° - 165°F), active cold (32.5° - 40°F) or passive holding in each compartment.
- Energy efficient, active modules draw less than 5 amps each.
- Cold module uses environmentally friendly, thermoelectric technology.
- Holds GN food pans, sheet pans, trays and pizza boxes.
- Available in 110V and 220V.

Ultra Pan Carriers® and Ultra Camcarts®

Front loading transporters hold a variety of standard size Gastronorm (GN) food pans.

- Rotomolded with molded-in ergonomic handles for maximum durability.
- Rust, dent, crack, and chip resistant.
- CFC-free insulation ensures food safety 4+ hours, hot or cold.
- Full swing doors for maximum access.
- No electricity needed, goes anywhere!



UPC400 Ultra Pan Carrier with Casters



UPC800 Ultra Camcarts



UPC1600 Ultra Camcarts

Catering and Satellite Feeding



Cam GoBoxes®

Transport meals to satellite locations in lightweight, super strong Cam GoBoxes.

- Economical and 100% recyclable.
- Available in a variety of sizes and capacities.
- Holds food at a safe temperature for 4 hours.



Extend hot or cold holding time with temperature maintenance accessories.

Scan QR



Mobile Vending Cart

CamKiosk® System

Expand beyond the cafeteria to offer quick and healthy meals on the go and generate more revenue.

- Reduce lines in the cafeteria.
- Offer quick, hot and cold meals and beverages.
- Turn foodservice resources into profit centers.
- Customize for your specific serving need and space.
- Display pre-packaged meals at safe temperature in food pan wells.
- Two additional insulated compartments for holding hot or cold menu items.



Back of House

Service Cart Pro

Multi-purpose mobile cart for back or front of house applications. Use to transport heavy products or set up a convenient hydration station in your facility.

- One-piece durable construction with heavy-duty casters.
- Ergonomic recessed handles for a reduced footprint and easy maneuvering.
- Optional side bins available for extra storage.
- Total weight bearing 600 lbs.



Back of House

Camshelving® Storage Systems

Camshelving product lines withstand the toughest environmental conditions and are designed with interconnectable components to maximize usable space without compromising weight bearing.



Rust and Corrosion Free — Backed by a lifetime warranty against rust and corrosion.



Withstands All Environments — Coolers and freezers, dry storage and utility.



Easy to Clean — Removable shelf plates are dishwasher safe.



Easy to Assemble — Each shelf can be easily and independently adjusted.

Camshelving Solutions



Camshelving Premium Series

- Robust construction with a polypropylene exterior and a steel core provide excellent cross-stabilization.
- Heavy duty shelving system excellent for walk-in freezers, coolers and dry storage.
- Total weight bearing 2000 lbs.



Camshelving Elements Series

- Made from strong, composite and plastic materials.
- Excellent for freezers, coolers and dry storage.
- Total weight bearing 2000 lbs.



Camshelving Basics Plus Series

- Durable composite material.
- Affordable option for cold rooms, dry storage and sanitation supplies.
- Total weight bearing 1800 lbs.

Back of House



Increases Storage Capacity Up To **50%**

Camshelving® Premium Series High Density Storage Floor Track System

Maximize storage capacity by creating storage aisles in available space. This simple system is easy to install and requires no bolts, glue or drilling. Raised track provides a smooth and level surface for high density mobile units.

- Grooved casters roll easily and securely on raised track.
- Raised track connects to the bottom of a stationary unit.
- No bolts, no glue or drilling into the floor are required.
- Available with factory assembled post kits, vented or solid shelves and high density casters and bumpers.
- Easy and fast to set up.

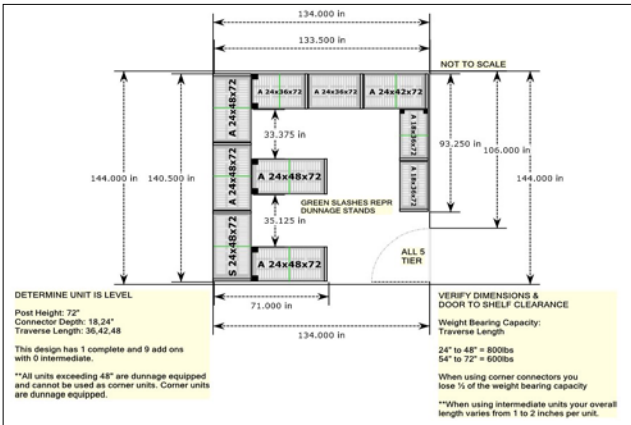


FREE Camshelving Design Service

Take the guesswork out of creating your perfect shelving layout. Let our expert shelving consultants complete a site survey or review plans and prepare a free layout that optimizes your space to create the most storage options.

Here's what you'll get:

- 2D Floor Plan
- Itemized product list by room/area
- 3D Floor Plan
- All within 48 business-day hours



Scan the QR code to get started today.

Back of House

Camshelving® Premium Series Hygienic Drying Racks

Dry and store trays, bases and domes upright to eliminate wet stacking. Maximize vertical space while keeping trayline and warewashing areas organized.

- Durable Camshelving construction, backed by a lifetime warranty against rust and corrosion.
- Low maintenance, removable drying cradles are dishwasher safe.
- Completely customizable, combine various 24" deep drying cradles to hold trays, bases and domes on one rack.



Back of House

Dome Drying Rack for Domes



CPMU243675DDPKG

Angled Drying Rack for Bases



CPMU244875PDPKG

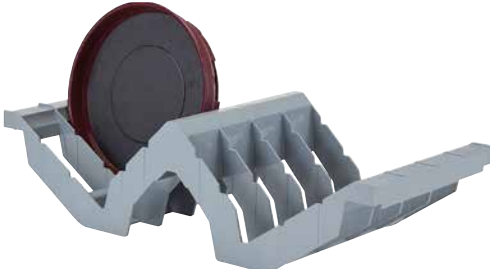
Vertical Drying Rack for Trays



CPMU244875DRPKG



CSDDC24
10-Slot Dome Drying
Cradle Width per slot: 3¹/₁₆"



CSDR8
8-Slot Base Drying Cradle
Width per slot: 2¹/₁₆"



CSDR7
7-Slot Tray Drying Cradle
Width per slot: 1¹/₁₆"

Back of House

Camshelving® Ultimate Sheet Pan Rack

The classic sheet pan rack has been re-imagined and re-engineered to provide unparalleled performance and value.

- Holds 18" x 26", 14" x 18" and 13" x 18" meal delivery trays or sheet pans.
- Easy to maneuver with enhanced stability features to prevent tipping.
- Heat-tolerant rails can accept sheet pans from a 350°F oven.
- Offered in 3" or 1½" rail spacing options.
- Available in Full Size, Half Size and Undercounter models.
- Ships knockdown. Easy to assemble.



Back of House

Camshelving® Ultimate #10 Can Rack

Front-loading, gravity-fed can rack system supporting FIFO rotation without the need to move for loading, unloading or cleaning.

- Durable Camshelving construction, backed by a lifetime warranty against rust and corrosion.
- Low maintenance system is easy to assemble and simple to clean.
- Completely customizable: build a single tier to a full-size can rack.



Back of House

Food Pans, Storage Containers & Measuring Cups

Implement efficient, inventory management practices with a variety of HACCP compliant serving and storage products made from FDA approved materials.

- Wide range of material options for cold and hot-holding from -40°F to as high as 375°F.
- Standard GN pan sizes with depth variation from 2½" to 8".



High Heat

Microwave, oven and Freezer safe.



Camwear®

Shatter proof, stain resistant with clear content visibility.



Translucent

Economic, durable and stain resistant with adequate content visibility.



Poly

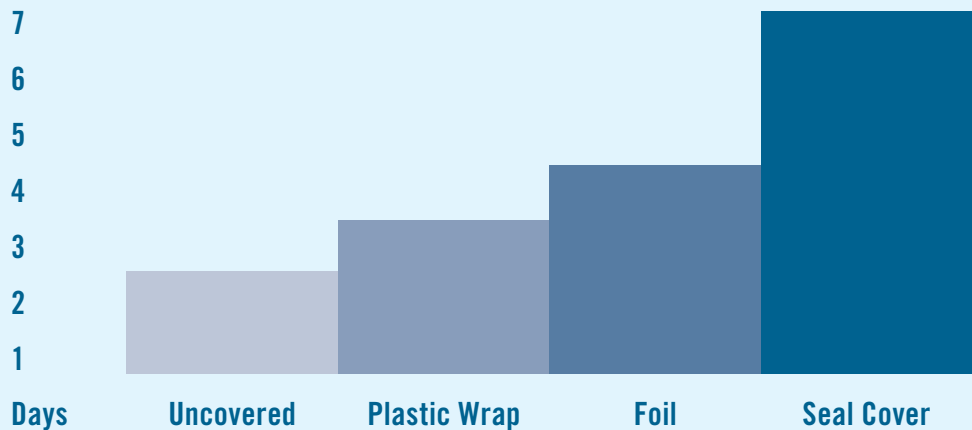
Affordable with high impact, stain and chemical resistance.



Third party laboratory testing has shown that when used with a Cambro® Food Pan, Cambro Seal Covers can extend the shelf life of produce by up to 3 days beyond storage with disposable wraps, foils or no cover at all.

EXTEND SHELF LIFE BY TWO TO THREE DAYS

Strawberry Shelf Life (in days)





Receiving

Inspect all food deliveries immediately. Transfer food out of shipping cartons and into clean storage containers and bring to a cold storage area within 15 minutes. This protects against bacteria growth and pests entering your kitchen.

Tip: Use dunnage racks to keep product 6" safely off the floor away from dirt and pests.

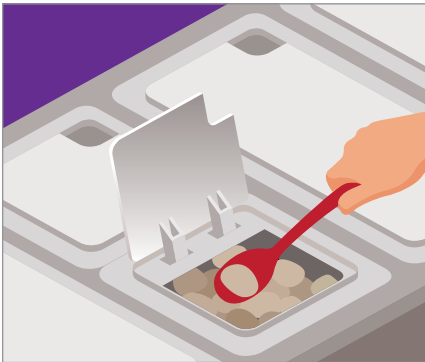


Prep & Cooking

Food is at greatest risk for time-temperature abuse during the preparation stage, from improper cooling to inadequate reheating.

The Safe Zone: Keep food at these temps to ensure safety.

Cold holding = under 41°F
Hot holding = above 140°F



Serving

Avoid direct contact with food by using proper utensils and maintain safe temperatures during service. Minimize food handling by prepping, storing and serving foods from one pan to avoid cross contamination.



Holding & Transporting

Food is greatly at risk for time-temperature abuse after preparation.

Tips:

- Use shallow food pans to help retain safe temperatures.
- Label the outside of transporters to minimize temperature changes caused by repeated door opening and closing.
- For max temperature retention, fill the transporter completely or use a ThermoBarrier® to block air circulation.

Common Hazards

Cross-Contamination:

When bacteria from contaminated food – often raw – transfers to other foods.

Time-Temperature Abuse:

Improper temperature control in food that provides bacteria with the ideal conditions to grow.

Improper Handling and Hygiene:

Poor staff hygiene is one of the leading causes of food-borne illness. Provide a means for hand-washing to ensure food safety.

For more best practices visit www.Cambro.com/storesafe

BEST PRACTICES

- Keep raw and cooked foods separated and covered with lids rather than plastic wrap.
- Rotate food in a First In, First Out (FIFO) system to ensure freshness.
- Divide food into shallow pans for faster cooling.
- Quickly cool hot foods to a safe temperature of 70°F within 2 hours and to under 41°F within 4 hours.
- Provide utensils for service to avoid bare-hand contact with food or ice.
- Preheat or prechill insulated transporters before loading to maintain holding temperature.

