

# PATIENT AND RESIDENT **SATISFACTION** GUIDE

Temperature Maintenance and Traytop

Sustainability and Meal Delivery

Staff and Visitor Feeding

Storage and Food Safety



**CAMBRO**  
Healthcare

[www.cambro.com](http://www.cambro.com)

# Solutions for Successful Meal Service and Patient Satisfaction

Temperature  
Maintenance

Drying and  
Storage

**CAMBRO**  
Healthcare

Tray Top  
Presentation

Meal  
Delivery

## Our Mission

Cambro Healthcare strives to be the leading provider of solutions-based meal delivery systems. Our products and employees will provide value and innovation to the customers we serve. Cambro foodservice equipment and supplies have earned the trust and loyalty of customers and public health professionals alike because our products are designed with Food Safety in mind.

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# Temperature Maintenance and Traytop

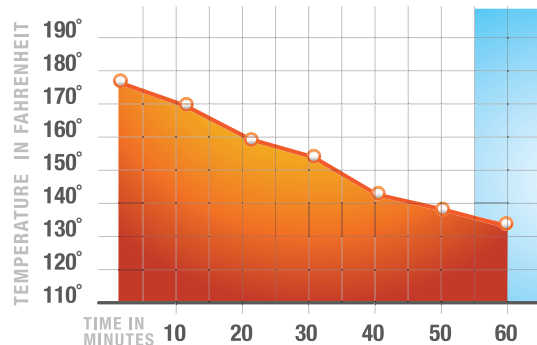
Increase patient and resident satisfaction with a reliable temperature maintenance solution that allows for a flexible meal schedule and room service applications.

## Meal Delivery System — Camduction® Complete Heat System

- Reliable, consistent heating of up to 20 Camduction Bases at once.
- Holds hot foods safe at 140°F or higher for 45 minutes\*.
- Supports up to 5 trays per minute, improving operational efficiency.
- Independent functionality of each compartment reduces the risk of service interruption.
- Camduction Charger is made of high-grade, durable stainless steel that remains cool to the touch.



### \*TEMPERATURE RETENTION



“Better food temperatures with Camduction have increased our Press Ganey scores by 40-45 %.”

Sam Samuels, RD, LD,  
Food and Nutrition Director  
at Texas Health Harris Methodist Southwest  
Fort Worth Hospital, TX.

## COMPLETE SYSTEM



MDSH9  
Insulated Dome covers 9" plate

MDSLD9  
Low Profile Insulated Dome is also available



MDSPLT9  
9" Ceramic Plate



MDSCDB9 Camduction Base  
holds 9" plate

# Temperature Maintenance and Traytop

## Meal Delivery System — Camtherm® Plate Heater

Hot food tastes best and stays hot longer when served on heated plates.

- Self-leveling plate dispensers hold up to 100 plates.
- Delivers reliable and even convected air heating throughout the unit up to 175°F.
- Insulation keeps exterior cool to the touch.
- Fits ceramic or china plates up to 10½" in diameter.
- Energy savings with independent temperature control for each silo.



## Camtherm Thermal Pellet

Holds temperatures for 60 minutes or more when used with hot plate and insulated dome.

- Made of high-density plastic.
- Stays 20°F cooler on the edge than metal pellets to protect staff and patients from burns.
- Heat in any standard commercial pellet heater.
- Holds 9" plates.



## COMPLETE SYSTEM



MDS9  
Insulated Dome covers 9" plate

MDSL9  
Low Profile Insulated Dome is also available



MDSPLT9  
9" Ceramic Plate



MDSP9  
Thermal Pellet holds 9" plate



MDSL9  
Pellet Underliner holds 9½" pellet

# Temperature Maintenance and Traytop



## Meal Delivery System — Heat Keeper Insulating Base System

- The cost-efficient heat retention solution for short meal delivery distances
- Maintains heat for at least 20 minutes.



### COMPLETE SYSTEM



MDS9  
Insulated Dome covers 9" plate

MDSL9  
Low Profile Insulated Dome is also available



MDSPL9  
9" Ceramic Plate



HK39B  
Insulating Base holds 9" plate

## Meal Delivery System — 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.



### COMPLETE SYSTEM



909CW  
Camwear® Camcover® for 9" plate



MDS9  
Insulated Dome for 9" Plate



MDSPL9  
9" Ceramic Plate



MDSPC9  
Camchiller Pellet holds 9" plate

# Temperature Maintenance and Traytop

## Classic White Ceramic Ware

Create an upscale room service dining experience or a homelike environment with bright white ceramics. These ceramics are microwave, oven and freezer safe, and meet Society of Glass and Ceramic Decorators (SGCD) heavy metal standards. Secure mugs and bowls with tight fitting disposable CamLids®.



## DISPOSABLE CAMLIDS



Snap on mugs and bowls to protect contents, maintain temperatures and prevent spills.

## Camwear® Low Profile Camcovers®

Deliver the optimal dining experience to your patients and residents with this lightweight, low profile plate cover. It fits 9" plates and is ideal for use in heated meal delivery carts with limited tray spacing, maintaining an appetizing tray presentation.

- Made of durable polycarbonate.
- For heated carts up to 210°F (99°C).
- Stackable for easy transport and storage.
- High temperature dishwasher safe.





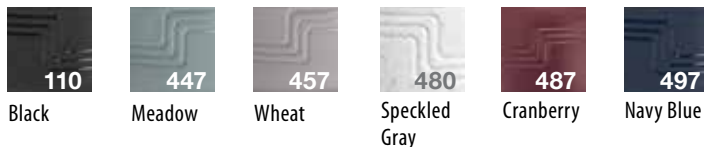
# Temperature Maintenance and Traytop

## Meal Delivery Ware

Deliver meals at safe temperatures with durable meal delivery ware.

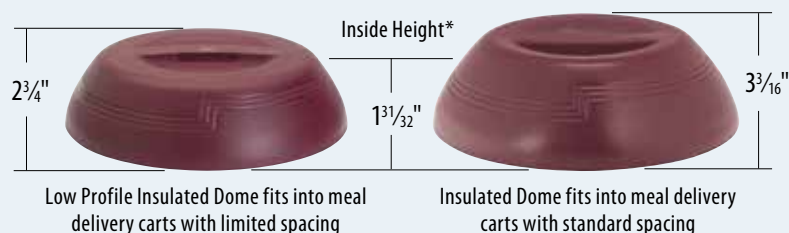
- Complete matching collection for optimal tray presentation.
- Dome fits 9" plate.
- Secure mugs and bowls with tight-fitting CamLids®.
- NSF listed.
- High temperature dishwasher safe.

## The Classic Shoreline Collection



## LOW PROFILE DOME COMPARISON

Perfect for limited tray spacing as low as 4½".



\*This height is measured from a flat surface.



# Temperature Maintenance and Traytop



## The Contemporary Harbor Collection



MDSHD9 Dome

MDSHB9 Large Bowl 9 oz.  
CLSB9 Disposable Lid

MDSHM8 Mug 8 oz.  
CLSM8B5 / CLSM8B5  
Disposable Lid

MDSHB5  
Small Bowl 5 oz.  
CLSM8B5  
Disposable Lid



# Temperature Maintenance and Traytop

## Tumblers and 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 lids with cross slot for straw.



### Tools to Measure Hydration

The 6 & 9 ounce Lido Tumblers are marked with 2 ounce increments from the top down for easy patient liquid intake recording.

#### 6 Ounce



LT6 Laguna Tumbler  
CLLT6 Lid

#### 8 Ounce



NT8 Newport Tumbler  
CLNT8 Lid

#### 9 Ounce



NT9 Newport Tumbler  
CLNT9 Lid

#### 10 Ounce



NT10 Newport Tumbler  
CLNT10 Lid



LDT6 Lido Tumbler  
CLST6 Lid



LT8 Laguna Tumbler  
CLLT8 Lid



900P Colorware Tumbler  
CL900P Lid



LDT9 Lido Tumbler  
CL900P Lid



LT10 Laguna Tumbler  
CLLT10 Lid

## Swirl Bowl

Ideal for hot or cold side dishes, desserts, dips or fruits.



SRB5CW



SRB5CW Swirl Bowl with  
CLSRB5 Disposable Lid

## Stackable Pitcher and Lid

Self-service stackable pitcher with three positions. Lid strains ice, free pours or closes to protect contents.



PC34CW  
Pitcher and Lid 34 oz.

## Promote Your Brand

Personalize tumblers, pitchers and other table service items with your logo or design.



# Sustainability and Meal Delivery

Sustainability pays off in the long run. Incorporating green initiatives helps public health as well as improving the bottom line through reduced labor and recurring costs. Eliminate replacement costs and reduce your waste-stream with Cambro Reusable CamLids® and Non-Skid Versa Camtrays®.

## Reusable CamLids System

- Dishwasher safe Reusable CamLids prevent spills.
- Maintains temperatures longer.
- Available for Harbor Collection and Shoreline Collection mugs and bowls.



## CUSTOMIZED SAVINGS CALCULATOR!

Support sustainability and save up  
to 75% in Lid Cost per year!

[www.cambro.com/savemoney](http://www.cambro.com/savemoney)

### HOLY SPIRIT HOSPITAL CAMP HILL, PA



Yearly Spending  
on Disposable Lids  
\$25,000.00



Initial  
Reusable CamLids  
Investment  
\$2,300.00

Annual  
Replacement  
Costs \$900.00

**TOTAL ANNUAL SAVINGS \$21,800.00**

## Camrack® Wash and Store Rack

Wash and secure Reusable CamLids with this exclusive, patented Wash and Store Rack.

- Each rack holds 36 Reusable CamLids.
- Use one full size base rack to fit two Camrack Wash and Store Rack.



CLRWSR36  
Camrack Wash and Store Rack for  
5 oz. and 9 oz. Reusable CamLids

DRC2020  
Full Rack Cover



BR578 Camrack  
Full Size Base Rack



# Sustainability and Meal Delivery

Eliminate paper tray mats and save thousands of dollars each year while reducing waste.

- Reduce cost and increase storage space.
- Reduce waste stream.
- Scratch and stain-resistant for longer-lasting use.
- Trays with ergonomic handles provide safer grip.
- Available in 14" x 18" and 15" x 20".
- 15" x 20" tray with handles is ideal for room service.

## CUSTOMIZED SAVINGS CALCULATOR!

Measure the impact on  
your bottom line!

[www.cambro.com/savemoney](http://www.cambro.com/savemoney)

### Camwear® Non-Skid Trays



1520CWNSH  
(with handles)



1418CWN



### Non-Skid Versa Camtrays®



1520VCRST  
(with handles)



1418VC





# Sustainability and Meal Delivery

## Flex Station — Starter Station

This mobile solution is ideal as a trayline starter station. Easy custom configurations adapt to any trayline demands. The Flex Station is also a convenient method for holding and transport meals and tabletop items from kitchen to dining area.

- Lightweight and easy to assemble.
- Customizable to fit various items.
- Lifetime warranty against rust and corrosion on posts and traverses.
- Mobile unit for convenient cleaning and storage.



# Sustainability and Meal Delivery

Optimize meal quality with Cambro Meal Delivery Carts, available for 10, 16, 20 or 30 trays. These non-electric carts require no assembly, are easy to maneuver and keep clean.

## Low Carts — 10 Tray Dual Access Room Service Cart

- Ideal for room service or late tray service.
- Allows tray access from both sides of the cart for easier loading and unloading.
- Quiet, nylon casters ease maneuvering and support a peaceful environment for patient rest and recovery.
- Center opening inside the cart promotes airflow, optimizing food quality.
- Holds 15" x 20" trays.
- Also available with single door.
- Fits Airpot and Condiment Station for convenient hot beverage service while allowing space for additional tray landing.
- NSF listed.



“When you cover the plates with Cambro Insulated Domes and put the trays in the cart, by the time it gets upstairs, the food is still as hot as it just came off the steam table.”

Shonita Torry

Manager of Food and Nutrition Services,  
West Suburban Medical Center, IL



# Sustainability and Meal Delivery



## Low Cart — 20 Tray Meal Delivery Cart

- 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.
- Choose from models for 15" x 20" and 14" x 18" trays.

20  
Tray



## Tall Carts — 16 and 30 Tray Meal Delivery Carts

- Quiet, nylon casters for easy maneuvering while enhancing patient rest and recovery.
- Louvered vents on the back promote air circulation, optimizing food quality.
- Choose from models for 15" x 20" and 14" x 18" trays.

### 16 Tray Meal Delivery Cart

- Large stainless steel paddle latches are easy to open, rust-free and removable for easy cleaning.
- Molded in handles for easy maneuvering.

16  
Tray



### 30 Tray Meal Delivery Carts

- Heavy duty nylon handles are securely mounted and nested into each end.
- Ideal for large facilities with standard meal delivery service.

30  
Tray





# Staff and Visitor Feeding

Keep staff and visitors on-site by providing a pleasant experience with an endless variety of choices.

## CamKiosk® Carts and Camcruiser® Vending Carts

- Configure and customize for your space and needs.
- Display sandwiches and beverages at safe temperatures in food pan wells.
- Two insulated holding cabinets safely store hot or cold food.
- Personalize front display with your logo.
- Compact and highly mobile vending carts.
- Display panel can be personalized with design or logo to promote your brand.
- Two insulated food storage compartments and full size food pan wells.
- Available in 6 colors.



KVC854C comes with 4 pan wells and canopy.



CVC724

## Camchillers®



Supports safe serving temperatures during transport and service.

“ The kiosk generates quite a bit of revenue. Keeping staff on-site protects the revenue stream and enhances productivity, we are very happy with it. ”

Pamela Kelber  
Assistant Director of Food and Nutrition,  
Flagler Hospital, FL.

## PROMOTE YOUR BRAND



### Cambro® Camtray®

Personalize cafeteria trays with your branding color, logo or design.





# Staff and Visitor Feeding

## Insulated Food Transporters

- Holds food pans, sheet pans, pizza boxes and more, for hot and cold foods.
- Available in a variety of sizes and capacities for small- to-large- scale meal programs.
- Select from standard non-electric units or electric units for extended holding time.
- Holds foods at safe temperatures for 4 hours or more.



UPC400

UPC800

### Non-Electric

#### Camcarriers® and Ultra Camcarts®

Front-loading transporters hold multiple pans and come in a variety of sizes, with or without casters. Ultra Camcarts feature dual compartments with insulation throughout.



UPCH400

PCUHC

### Electric Hot and Cold

#### Ultra Pan Carrier® H-Series for Hot Holding and Pro Cart Ultra™

Electrical models extend holding time and support food safety. Food stays naturally moist with no water pan needed. Plug in for hot or cold holding on-premise and unplug for off-premise use.



# Storage and Food Safety

Whether for a walk-in cooler, dry storage, sanitation or service supplies room, an easy-to-clean, rust-free shelving system is the first line of defense in keeping food safe and preventing cross contamination.

- Hygienic, dishwasher safe, removable shelf plates for easy cleaning.
- Withstands all elements and temperatures of -36° to 190°F.
- Maximize space utilization—easy to configure to fit any size area.
- Covered with a lifetime warranty against rust and corrosion.
- Easy to assemble and adjust.



## Camshelving® Premium Series

- Robust with excellent cross-stabilization.
- Heavy duty shelving system excellent for walk in freezers, coolers and dry storage.
- The removable shelf plates are embedded with antimicrobial Camguard that inhibits the growth of mold, fungus and bacteria.

**camguard**  
ANTIMICROBIAL SHELF PLATES



## Camshelving Elements Series

- Strong as steel composite material.
- Excellent for freezers, coolers and dry storage.
- The removable shelf plates are embedded with antimicrobial Camguard that inhibits the growth of mold, fungus and bacteria.

**camguard**  
ANTIMICROBIAL SHELF PLATES



## Camshelving Basics Series

- Durable and strong.
- Affordable option for cold rooms, dry storage and sanitation supplies.
- Removable shelf plates are dishwasher safe, improving labor efficiency.

# Storage and Food Safety

Keep tray line and warewashing areas organized and eliminate wet stacking by storing newly washed products upright for faster drying before storing. The rust-free cradles are removable for convenient dishwasher service and sanitation.

## Camshelving® Hygienic Drying Racks

### Vertical Drying Rack

- Holds a variety of wares such as trays, sheet pans, lids and cutting boards.
- Cradles are interchangeable with 24" deep Angled Drying Rack.
- Available in Premium and Elements Series.



EMU244878DRPKG  
Camshelving  
Elements Series



CSDR7  
7-Slot Drying Cradle  
Width per slot: 1 $\frac{1}{16}$ "

### Angled Drying Rack

- Securely holds up to 128 meal delivery bases / pellets or a variety of pans, pots and kitchen ware.
- Cradles are interchangeable with 24" deep Vertical Drying Rack.
- Available in Premium and Elements Series.



CPMU244875PDPKG  
Camshelving  
Premium Series



CSDR8  
8-Slot Drying Cradle  
Width per slot: 2 $\frac{3}{8}$ "

“It's a simple matter to configure Cambro Camshelving to fit various storage situations”

Andy West  
CEC, Executive Chef and Senior Manager of  
Banner Good Samaritan Medical Center,  
Phoenix, AZ.

### Dome Drying Rack

- Securely holds 100 meal delivery domes or pellet underliners.
- Available in 21" deep Premium Series.



CPMU213675DDPKG  
Camshelving  
Premium Series



CSDDC  
10-Slot Drying Cradle  
Width per slot: 3 $\frac{1}{16}$ "

# Storage and Food Safety

From receiving, storing, prepping and serving, Cambro helps healthcare foodservice operators improve efficiency and inventory management. Choose from a wide selection of HACCP compliant serving and storage products made from FDA approved materials.

## Food Storage Solutions

### Food Pans

- Material options are available to hold cold or hot foods at safe temperatures from as low as -40°F to as high as 375°F.
- Standard GN pan sizes are available by material with depth variation from 2½" to 8".



### Food Storage Containers

Add an extra 33% storage space with stackable CamSquare® Food Storage Containers, or select Camwear® Round Food Storage Containers that promote proper air circulation, ideal for stirring soups and sauces.

**Camwear** - Shatter proof material; reduces handling and the risk of cross-contamination with clear content visibility.



**Translucent** - Adequate content visibility; durable and resistant to staining while an economic storage choice.

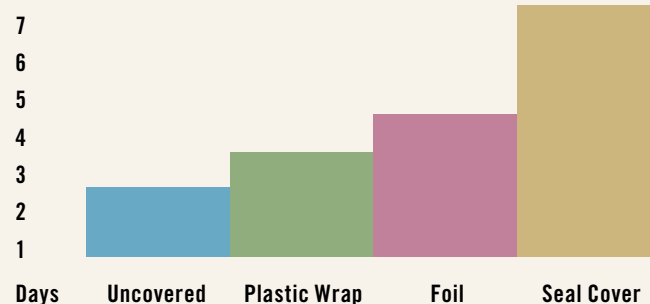


**Poly** - No content visibility, highly impact, stain and chemical resistant, affordable option.



## EXTEND SHELF LIFE BY TWO TO THREE DAYS

**Strawberry Shelf Life** (in days)



### Lids and Covers



- Extend product freshness with tight-fitting lids and covers.
- Allow stable stacking, save time and money.



# Storage and Food Safety



## Camcrisper®

Self-contained system for storing, washing and transporting bulk produce helps prevent cross-contamination. Threaded faucet quickly drains liquid.



CC32

## Ingredient Bins

Designed to fit under standard work tables or shelving units to effectively store bulk dry ingredients such as flour, grain, rice and beans.



IBSF27

IBS20

# About StoreSafe®



Cambro is proud of the identifiable message behind StoreSafe and how synonymous it is with products that help healthcare foodservice operators manage a HACCP compliant kitchen. Just as important is how critical it is for healthcare foodservice operators to extend the shelf life of perishable

foods, realizing that their patient satisfaction scores are dependent on serving fresh, healthy, flavorful and appetizing food without compromising efficiency. This combination of attributes is the essence of Cambro's promise to their customers, and StoreSafe properly demonstrates this commitment.





# StoreSafe® plus Time and Temperature Assessments

Cambro offers a comprehensive assessment throughout various areas of healthcare kitchens and is able to provide an overall review of storage and meal-delivery processes to ensure that it is optimized for maximized efficiencies, reduced labor costs and meeting food safety best-practices. Our time and temperature evaluation will provide healthcare kitchen operators with a tracking of food temperatures to help them achieve and maintain food safety guidelines to

ensure the best possible reviews and patient satisfaction scores.

Cambro delivers these findings to the customer in a report that provides information and recommendations on the overall status of the kitchen, based on industry best practices with real-world food safety experience and expertise we've gained across the hundreds of healthcare customers we support today.



## Camshelving® Consultation

Cambro offers customized shelving illustration using our proprietary shelving design program. Space allocation, operation flow and organization challenges are quickly addressed when selecting the right product for the healthcare storage application. Usable storage

space is maximized using the least number of units to help healthcare foodservice operators manage equipment costs.

