



Nourishing Care

How We Helped a Texas Nursing Care Facility
Protect and Uplift Residents



Assisted
Living Home



Texas



Scaling
Compliance



Food Handler
Course

Creative Solutions in Healthcare operates nearly 200 nursing homes and assisted living facilities across Texas, providing care for over 10,000 residents. As the trusted guardian of their residents' well-being, Creative Solutions turned to Responsible Training to ensure their staff met food safety standards across all locations. Through this partnership, they gained not only operational efficiency but also the peace of mind that comes from knowing their residents are safe and well-cared for. Here's how we helped make that happen.

The Company

Creative Solutions in Healthcare is dedicated to providing compassionate, high-quality care to residents across its many facilities in Texas. They serve vulnerable populations, including the elderly and those requiring skilled nursing care, while striving to create a home-like environment. With food being a central part of daily life, Creative Solutions places a strong emphasis on safety, nutrition, and the role of food in boosting morale.

The Client

Amy Wees, Vice President of Nutrition Services, oversees the nutrition and food safety programs for thousands of employees and residents. In a landscape where families trust facilities to keep their loved ones safe, Amy's role is critical. Ensuring that every staff member is properly trained and in compliance with food safety standards is her top priority.



"Responsible Training has given us the peace of mind we need to ensure that all of our staff are properly trained, no matter where they're located. Our residents rely on us for their safety and well-being, and good, safe food is a huge part of that."

- **Amy Wees, Vice President of Nutrition Services**

Challenges

Before partnering with Responsible Training, Creative Solutions faced:

Inconsistent Training: Informal peer training led to inconsistent food safety practices.

Scale & Complexity: Managing training across 200 facilities and 2,000+ employees was overwhelming.

Remote Locations: Rural facilities made access to in-person training difficult, complicating compliance.

Family Trust: Families trusted Creative Solutions to provide safe, home-like care, making proper training essential.

Solutions

Responsible Training provided a scalable online training platform, ensuring consistent, high-quality food safety training for all staff, including those in remote locations. They also offered multilingual support with courses in Spanish to accommodate the workforce needs. Their tracking system allowed Amy's team to monitor progress and compliance easily, reducing the administrative burden.

Results

The partnership brought peace of mind to families, knowing their loved ones were cared for by well-trained staff. **Consistent training** across nearly 200 locations strengthened trust and ensured compliance. Safe meal preparation also **boosted residents' morale**, as food provided comfort and connection. Operationally, **online training streamlined processes, reducing time spent managing compliance** and freeing up resources for other tasks, while maintaining high food safety standards across all facilities.

A Trusted Training Partner

Learn how our state-approved courses can help your skilled nursing facility ensure high-quality compliance training, so you can protect your residents.