

Food Service Best Practices in an Emergency Environment

Introductions

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Overview

- Food Offerings
- Distribution
- Communication
- Cost Controls
- Staff Management
- Ramping Up for Regular Service

Game Changer



Spring Remote Service



- Emergency Meal Service
 - Cold meals
 - Some multiple day meal kits
- Drive through pick ups
- Home deliveries
- Bus stop deliveries

Planning for Reopening (Initially)



Plan B

SFSP, In Classroom, Hybrid, etc.



- Food Choices to Drive Demand
- Equipment Investment
 - Outright purchase
 - No purchase requirement for equipment, need to use packaging
- Alternatives
- Supply & Demand
- Sustainability

Shifting Mindset

Quality/Freshness to Drive Demand

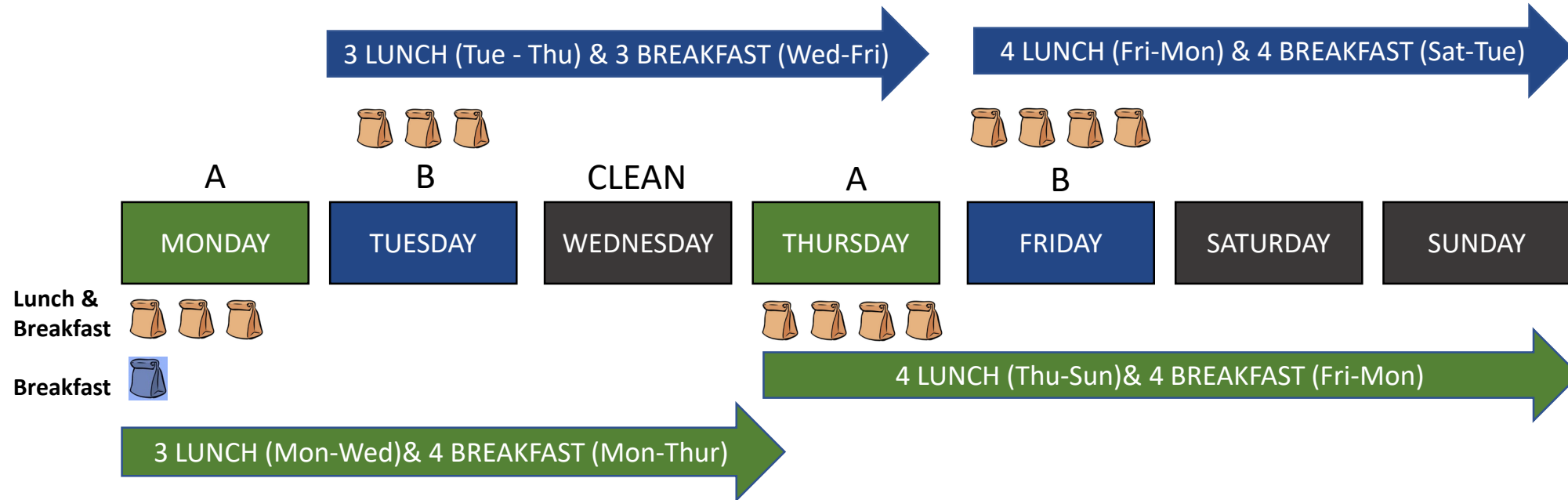
- Longer Term Program Adjustment v. Spring
 - At School: Simplified, top seller meal options
 - At Home:
 - Heat & serve meals
 - Multiple day meal kits

SFSP Adaptations

- Maximize 2 Meals/Day
 - Lunch, Breakfast, Snack, Dinner
- Multiple Day Kit
- Pickup Day/Time Considerations
- Weekend Service Considerations
- Holiday Service Considerations
- Offer vs. Serve (Milk \$\$); waiver from spring has changed
 - Gallons v. Cartons
- Contract Considerations - Tiered Volume Schedule

SFSP Adaptations

Sample Scenario: provide detail



Distribution

Getting Kids to Food

- Managing onsite distribution during eLearning school day (more restrictive than spring)
- Distribution @ multiple exit points as students exit facility
- Avoid learning times
- Conclusion of athletics
- Evening times for working families

Getting Food to Kids

- Easing transportation/schedule considerations
- Ding Dong Dining
- Busses
- Home delivery
- Apartment complexes, churches, etc.



Communication

- **School Community**
 - Surveys re: pickups, menu options, distribution options, etc.
 - Weekly reminders re: pickup schedules, delivery options, etc.
 - Consistent reinforcement of safety protocols to prevent COVID issues
 - Frequent promotion of changes to menus, specials, ways to drive demand
 - Reminder that any student in household 18 and under is eligible for food
 - Family/Student feedback (ongoing)
 - Surveys, focus groups (virtual), etc.

Communication



Communication

- **Neighboring Schools**
 - Production Efficiency
 - Distribution Support
 - Back up Plan for Closures or Breaks

Cost Controls

- Mobile/pre-ordering to reduce over production or opt out
- Weekly financial reviews with operator
- Keeping smaller inventory volumes on hand in case of closures
- Consider adjustments to serving lines for prepackaged food to reduce labor
- Keep 3 months of operating reserve on hand for emergencies

Staff Management

COVID HOTLINE

What to do if COVID-19 Hits Your Unit

3 EASY STEPS

1
Complete the
Team Member
Questionnaire

2
Call the Quest
COVID-19 Hotline
630-376-4801

3
Email Completed
Questionnaire
COVIDResponseTaskforce
@questfms.com

QUARANTINE AS REQUIRED
Team Member w/COVID or symptoms
Team Members affected by guidelines

CLEAN & SANITIZE
Perform a deep clean

Team Member Return to Work Flowchart

In all scenarios, anyone diagnosed with COVID-19 must submit a Return to Work Release Form

Close Contact with someone who tested Positive or is suspected of having COVID-19	May return after 14-day quarantine from date of last contact with individual. Must get tested for COVID-19 immediately. Contact HR for directions and instructions.
Tested Positive or suspected of having COVID-19 AND had symptoms	<u>Symptom-Based Strategy</u> May return after: 1) At least 10 days have passed since symptoms onset, and 2) At least 72 hours since resolution of fever and improvement of respiratory symptoms
Individual tested positive for COVID-19, but had no symptoms	<u>Time-Based Strategy</u> May return after at least 10 days have passed since date of first positive COVID-19 test.
Individual exhibits one or more symptoms of COVID-19, but is not suspected of having COVID-19	Some examples: Seasonal allergies, ear infection, seasonal flu, strep throat, migraine, etc. May be possible to return in fewer than 10 days after onset of symptoms and 72 hours fever free. Team member must get tested for COVID-19 and provide evidence of alternative reason for symptoms and a negative COVID-19 test result.
Travel Individual returns from known COVID-19 hotspot	May return after 14-day quarantine from date of trip.

Protocols/Best Practices

- Block schedules (A/B groups for those being sick)
- Keeping staff trained/ready for those not working
- COVID reporting hotline
- Best practices for staff retention for those not working (substitute worker pool, resource center for unemployment, etc.)

Ramping Up for Return to Learn

Human Resources

- Training plan for employees (some may not have worked since March)

Operations

- Purchasing considerations
 - Negotiating minimums
 - Keeping smaller volumes on hand
 - Preparing for substitutions

2 HOUR DRILL

Dining Room/FOH Sanitizing

Clean visibly dirty surfaces with soap and water. Clean surfaces and objects using soap and water prior to sanitizing. Always wear gloves appropriate for the chemicals being used for routine cleaning and sanitizing. Follow the directions on the sanitizer or disinfectant label for additional PPE needs. When you finish cleaning, remember to wash hands thoroughly with soap and water.

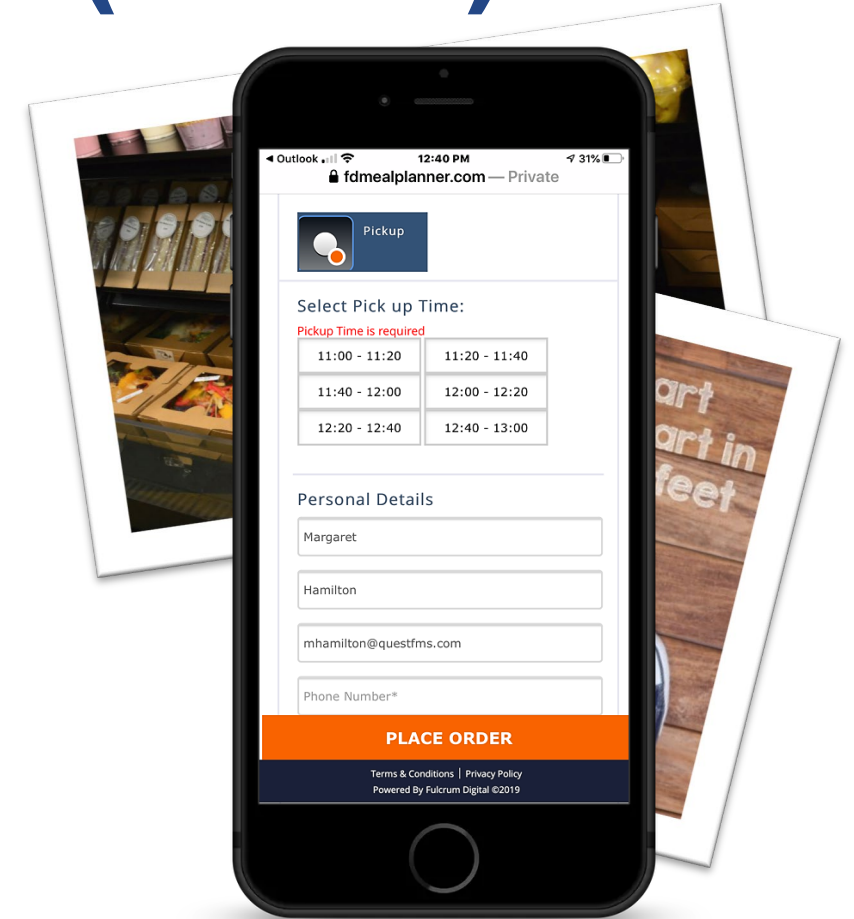
- ☐ **Point of Sale**
 - ☐ Sanitize touch screen
 - ☐ Sanitize touch pads
 - ☐ Sanitize counter
- ☐ **Utensils Dispensers & Countertops**
 - ☐ Refill and Disinfect utensil dispensers
 - ☐ Disinfect countertops
- ☐ **Beverage/Reach In Coolers & Grab & Go Warmers**
 - ☐ Sanitize handles and doors of coolers
 - ☐ Sanitize front of reach in warming unit, and counter
- ☐ **Sanitizer Buckets**
 - ☐ Refresh All sanitizer buckets
 - ☐ Test All sanitizer buckets PPM

Date_____ Time_____ Supervisor_____

Return to Learn (cont.)

Throughput

- Packaging solutions for speed of service and safety
- Stanchions/floor tape to efficiently direct traffic (a la carte schools)
- Considering adjustments to serving line/breathguards
 - Individually packaged items vs. options served on a tray or plate
- Mobile/pre-ordering to reduce waste/improve throughput



Closing

- Long-term approach to modified service requires new thought from operators to keep students interested
- Multiple-day meal kits can ease pickup concerns
- Seeking feedback on meal options and distribution mechanisms key to drive participation
- Getting food to kids may be required v. getting kids to food
- Re-opening will require investment and plan for training staff

Resources

- ISBE Guidance: <https://www.isbe.net/nutrition>
- ISBE Back to School Foodservice Conference: <https://www.isbe.net/snpb2s>
- ISBE Survey to Participate in Federal Waivers: <https://www.isbe.net/Documents/090320-USDAwaivers.pdf>
- Grant Opportunities: <https://www.fns.usda.gov/grant/fy-2020-nsfp-equipment-assistance-grants-school-food-authorities>
- School Nutrition Association Reopening Guidance: https://schoolnutrition.org/uploadedFiles/11COVID-19/3_Webinar_Series_and_Other_Resources/COVID-19-Thought-Starters-on-Reopening-Schools-for-SY2020-21.pdf

Questions and Answers

We thank you for your time!

Presenters

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