



HEALTHCARE FOODSERVICE INSIGHTS

FOOD AND SERVICE STILL THE KEY TO GREAT EXPERIENCES



Business is more likely to be “as usual” for healthcare operators than other segments.

Although most are closing their dining areas (similar to what we see for the foodservice industry overall), very few healthcare facility operators have closed entirely. Most still have some patron base, and so they are still placing their regular orders and needing their usual support from their suppliers.

healthcare
operators

| | |
|--|-----|
| Open completely for business in all respects, including dine-in service | 28% |
| Closed our dine-in service, but still offering takeout and / or delivery | 66% |
| Closed completely for the time being | 6% |



REIMBURSEMENTS AVAILABILITY



GL CODING FOR Reimbursement

688888

Hazardous Pay

Double OT

Manager Meet

Staff Meet

Disposables- Flatware, Isolation Trays

3 Month Supply



AREAS OF IMPACT IN AGE OF COVID-19

Increased Sanitation Procedures

Physical Distancing

Labor

Use of technology, robotics, informatics

Opportunity to evaluate work environment and process-work areas design, back of house(meal delivery, preparation, culinary processes)

Supply Chain challenges

Food shortages and increased pricing

Sustainable Packaging

Delivery and contactless are here to stay

Buffets, Self service, salad bars



DELIVERY COSTS:
LONG TERM & HOSPITAL

“ COVID-19 has caused
disposable costs to skyrocket,
ranging between \$4,000 and
\$12,000+ per month... ”



LABOR COSTS

“ We’re forecasting an 6% rise in hourly labor cost over next year due to single site staffing. ”

Gary McBlain
National Director of Culinary, Amica Senior Lifestyles



FOOD AND EQUIPMENT COSTS

The top three areas foodservice operators want manufacturers and distributors to help in are:

- 1) Lower purchase minimums
- 2) New products and solutions that increase sanitation and safety
- 3) Purchasing discounts or rebates.



WHAT IS YOUR BIGGEST CHALLENGE MOVING FORWARD?

- Communal dining & dining footprints
- Distancing in kitchen & cafeteria
- Staff morale & safety
- Regaining confidence in food safety
- Revenue
- Food quality: temperature & presentation
- Safe person-centered care
- Sanitation & safety standards
- Unknowns

NEW BUILD KITCHEN CODE: INCOMING PRODUCTS

- Pre-clean/sanitize area in receiving areas with sinks
- Stainless table space
- Storage for Lexan containers
- Dry racks used before food items
- Frequent sanitization and pressure washing of floor and wall surfaces



BUFFERES

Sealed: Back of House

- Expeditors as a buffer between those who can touch food and those who cannot.
- Designate separate entrances for FOH and BOH employees.
- Visual cues: different colors for gloves, aprons, head coverings

Contactless: Front of House

- Multiple layers or barriers reinforced by products, furniture, and staff
- Minimal table setting
- Digital & disposable ordering
- Minimal contact food delivery

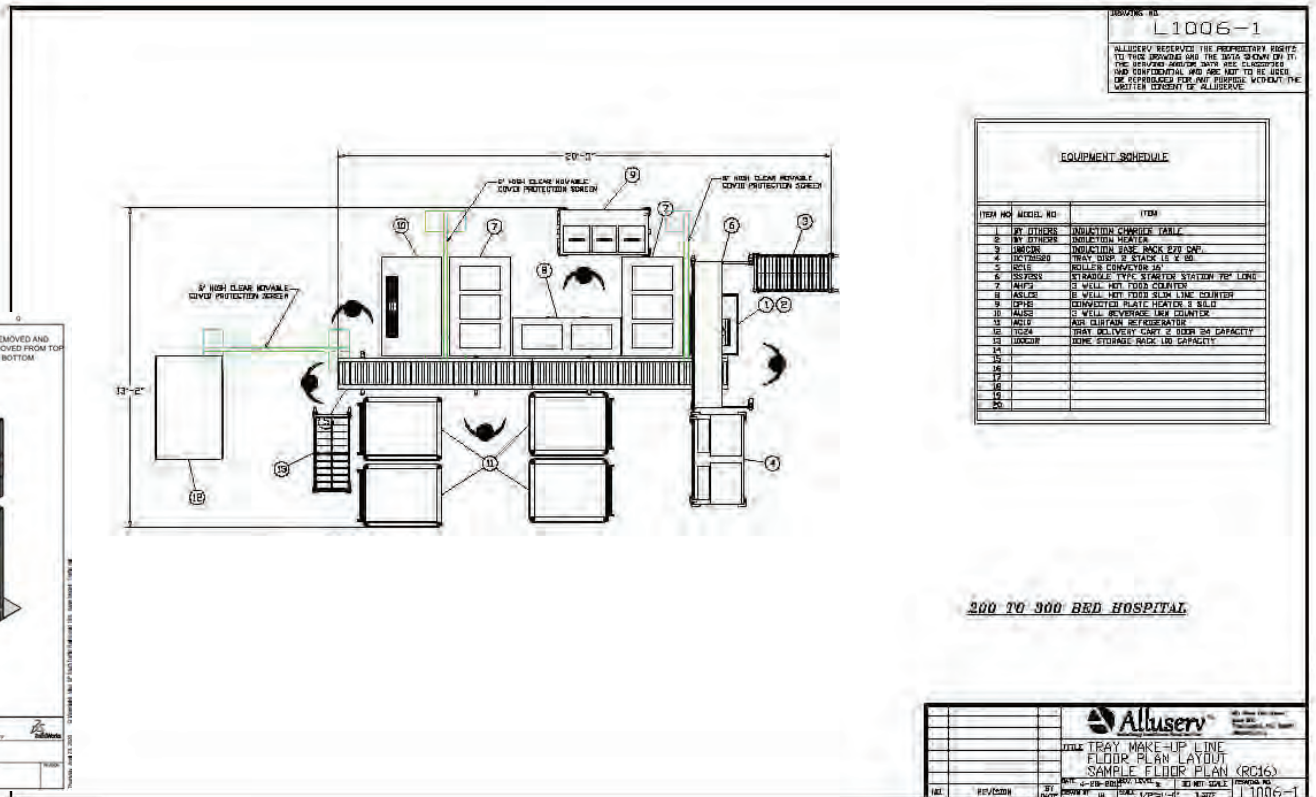
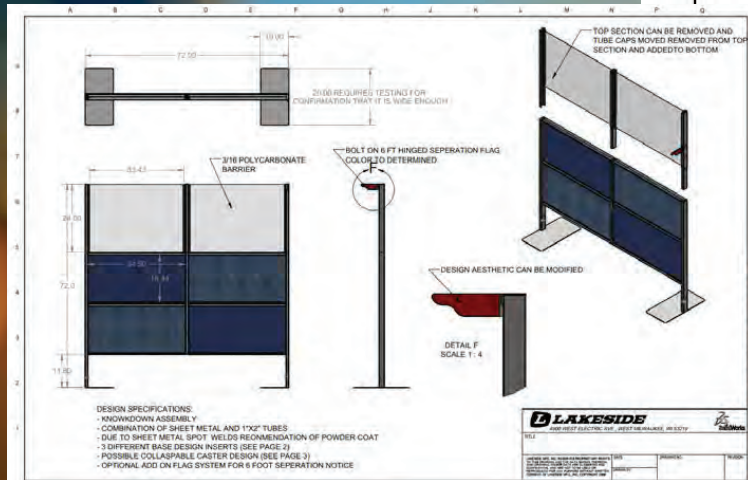
THE KITCHEN

- Front of house food prep
- Future code requirements may state certain amounts of space per anticipated kitchen employee
- UV lights in coolers and storage areas

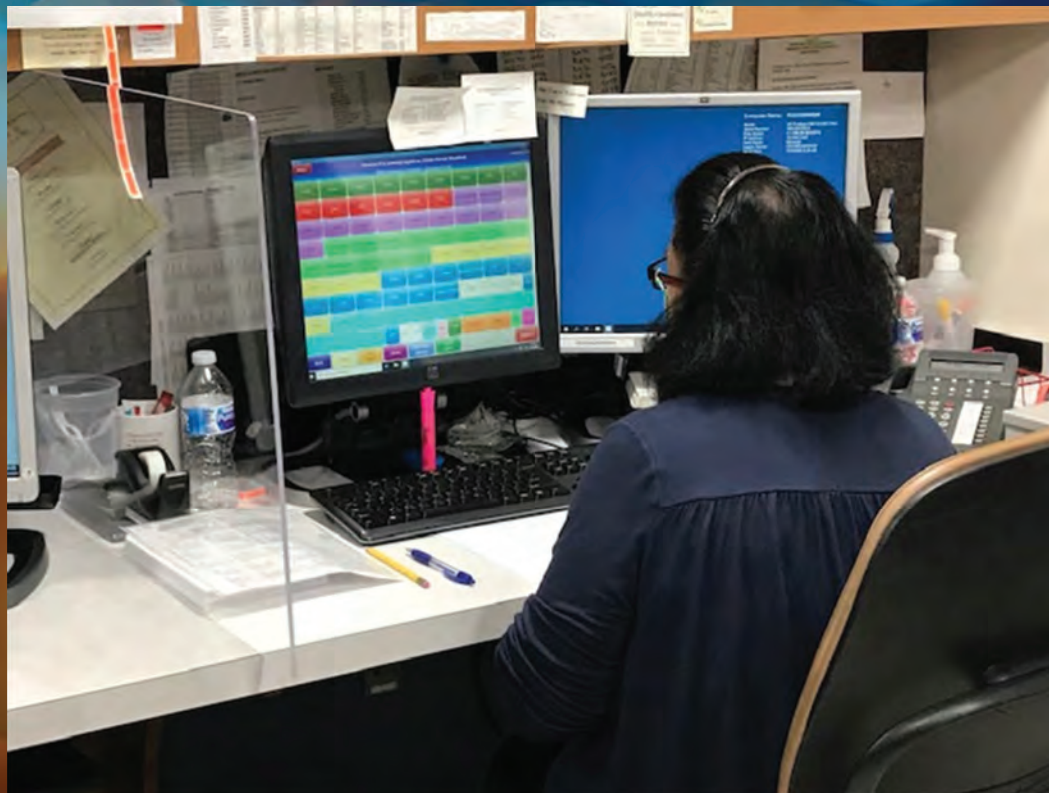


**FRED MAXIK AND
MAGNOLIA BAKERY'S
USE OF A HEALTHE FAR-
UVC CLEANSE® PORTAL**

THE KITCHEN



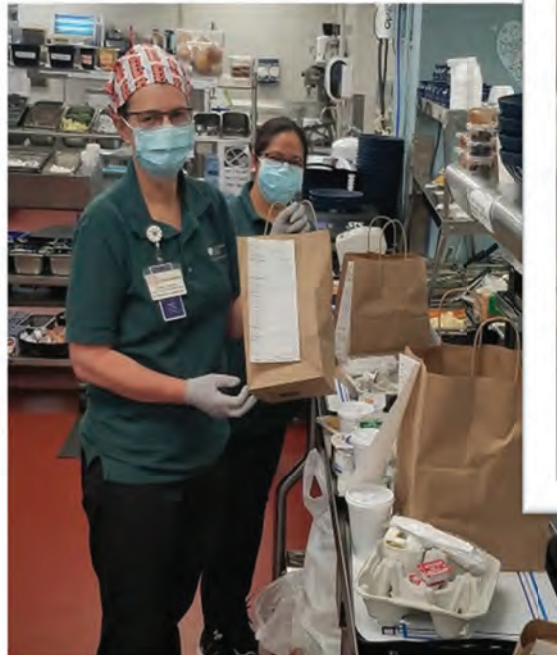
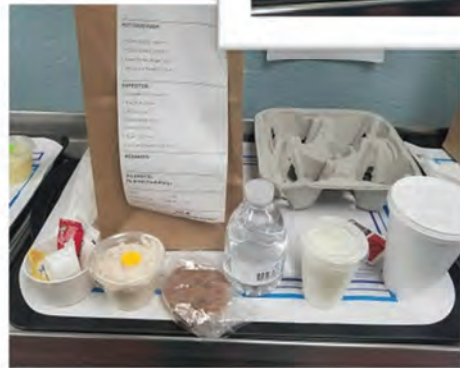
DIET OFFICE



MEAL SERVICE MODIFICATIONS

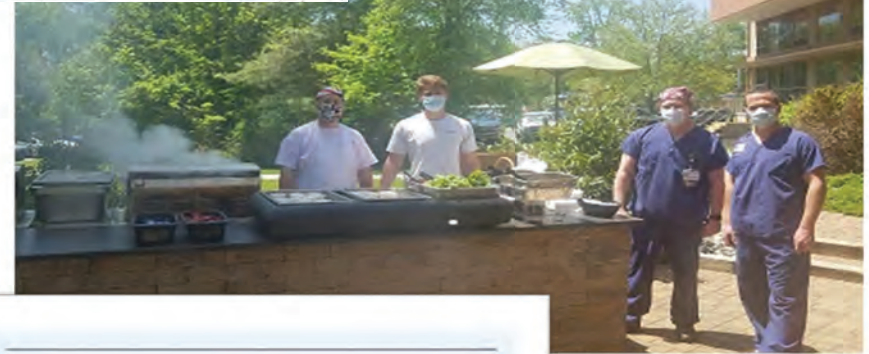


CHALLENGES & SOLUTIONS



DINING ROOMS & CAFETERIAS

- Ordering food via smart devices
- Outdoor seating
- Market/Pop-Ups indoors
- Modified menus & hours
- Plexiglass dividers
- Spaced and limited seating
- Staggered meal periods
- Floor & wall signage for social distancing



56% of healthcare operators report food sales are down.

Source: Datassential

CHANGES IN OPERATIONS

PRE-COVID RESTAURANT LAYOUT

TABLES CLOSER THAN SIX FEET

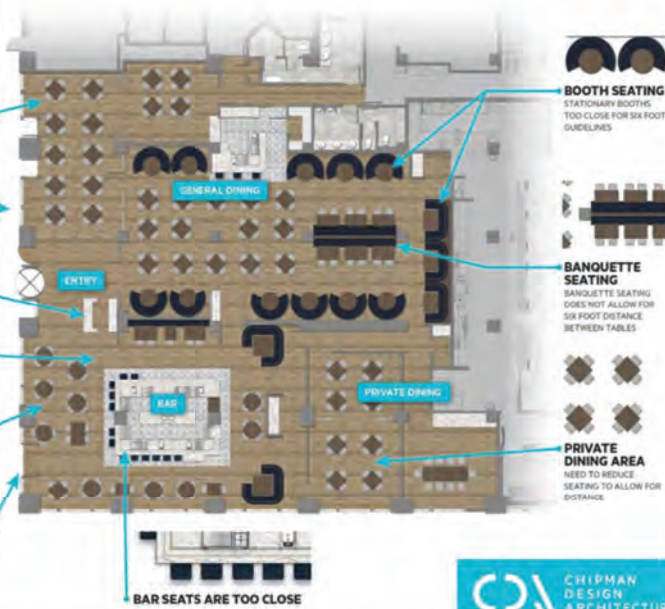
UNMARKED WAITING
NO GUIDELINES FOR WHERE TO WAIT FOR TABLES

MIXED USE LOBBY
HOST STAND DOUBLES AS TAKE OUT COUNTER, INCREASING CROWD

NO WALKWAYS
LACK OF DESIGNATED WALKWAYS INCREASES PROXIMITY THROUGHOUT ENTIRE ESTABLISHMENT

FULL CAPACITY
NEED TO REDUCE SEATING TO ALLOW FOR DISTANCE

MULTIPLE POINTS OF ENTRY
PATRONS CAN ENTER FROM ANY DOORWAYS



POST-COVID RESTAURANT LAYOUT

LARGE PARTY 8-TOP SEATING

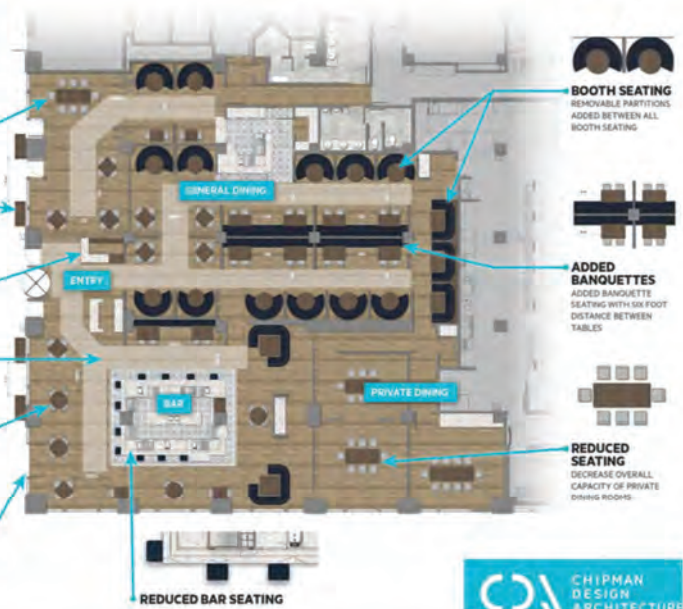
ADDED OUTDOOR AREAS
WITH WAITING AREA & SANITATION STATION

ADDED TAKEOUT COUNTER

ADDED SPACE
SIX FOOT WIDE WALKWAY THROUGHOUT ENTIRE ESTABLISHMENT

REDUCED SEATING
REDUCED 4-TOP SEATING IN MAIN DINING AREA

REDUCED POINTS OF ENTRY
RECOMMEND CLOSING ADDITIONAL DOORS TO MAINTAIN ONE POINT OF ACCESS & MANAGE OCCUPANCY COUNT



UPGRADES

- Condiment/utensil stations
- Pre-packaged silverware
- Glove dispensers
- Physical barriers
- Self-cleaning equipment
- Touch screen robotics
- Heated shelves & delivery storage



GRAB & GO



GO-TO APPROACH

- Meal Kits
- Use existing inventory
- Customizable options when possible
- Home-away meals



GO-TO APPROACH

- Customization
- Choice
- Reconceptualizing equipment
- Safe distances



POP UPS. FOOD LOCKERS

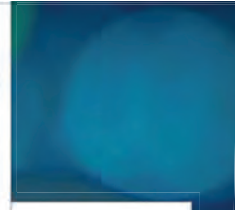
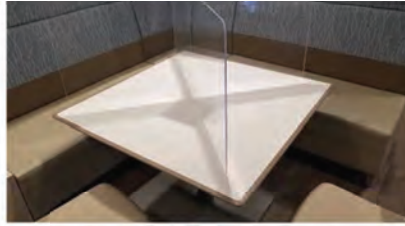


MARKETS ON THE MOVE



SOCIAL DISTANCING

- Pre-fabricated dividers that can create a feeling of safety and privacy
- Flexible solutions that can be repurposed
- Easy solutions that can be hung from the ceiling
- Choice of materials for ambience, and safety



JOURNEY AHEAD: PREVENTION

- Air purification and space sanitation being a high priority to prevent infection, technology that reduces airborne viruses and bacteria is on trend
- Plexiglas guards at the reception areas(LTC) and to create separation between the serving/dining areas and kitchen.
- Enforce use of handwashing, masks, shields
- Increase sanitization stations
- Daily sanitation of pantries, retail grab and go areas
- Decontaminating and sanitizing of utility carts, meal carts before entry into the kitchen
- Increased conversion to disposables for patient and retail service
- Shields, head cover, N95, surgical masks, gowns, booties
- Food safety hygiene education will increase in frequency
- Increased signage for both mask wearing and handwashing for all



EQUIPMENT POSSIBILITIES

Long Term Care

- Suzy q carts to bring the food to each resident room, small dining room set ups, beverage, happy hours, ice cream and snacks for nourishment and hydration.

Healthcare

- Tray lines physical distancing markers, ability to use vertical space to accommodate more supplies for trays
- Isolation cart to hold all masks, gloves/PPE
- Increased quantity room service carts for modified room service
- Delivery options-
- tugs, attheon partnership expanded for staff food delivering
- Physical barriers- diet offices

Healthcare, B & I, Schools, Universities

- Disposables wares /condiments holders
- Mobile merchandizing carts –refrigeration, and non refrigeration outside of cafeterias, grab n go (all markets)
- Mobile micro markets-coupled with other business partners w/technology(all markets)
- Popup grocery stores/retail
- Open air dining alternatives
- All terrain carts to transport to different location food
- Missing salad bars –partner with sally robots with maybe a placing lakeside tables for putting, portable countertops for staging
- Mobile handwashing sinks in front of house and multiple sites in back of house to ease and elevate sanitizing stations status
- Ability to stage food areas to make trays or finish meal packs
- Storage for packaging, holding in BOH
- Physical barriers-in cafeterias, dining rooms, diet offices