

“... the day the restaurants closed..”

What We've Learned,
What's Next?

How Covid-19 is Changing
Healthcare Foodservice in 2020

- Presenter: Mary Angela Miller MS RDN, LD, President, KeepSafe Food, LLC
- Moderated by: Marsha Diamond, MA, RDN, New Business Development, Alluserv/Lakeside
- **HOSTED BY AHF-NY AND AHF-NJ**
- **SPONSORED BY ALLUSERV/LAKESIDE MANUFACTURING**

OBJECTIVES

- Identify the huge operational shifts created for essential foodservice operators who must continue to operate during a pandemic and for the restaurants trying their best to do so
- Identify the food safety challenges created by this public health crisis and the strategies to address them.
- Summarize the lessons learned and forecasting future ones that will alter every step of the feeding process from supplier to operator to server to customer.

"... the day the restaurants closed..."



What We've Learned,
What's Next?



How Covid-19 is Changing
HC Foodservice in 2020



Mary Angela Miller
MS RDN LD

Disruption



100 Years



Some saw it coming



Mary Angela Miller

April 10 · 🧑🏻‍🤝‍🧑🏻‍🤝‍🧑🏻‍🤝‍🧑🏻



How many of my AHF/HFM friends remember this conference, this topic: I clearly recall Michael O. saying "it's not a question of if, but when, and how bad will it be?" Now we know.



Pandemic Influenza: A Harbinger of Things to Come?

Michael Osterholm, Ph.D., MPH, Director of the Center for Infectious Disease Research and Policy (CIDRAP) and the Associate Director of the Department of Homeland Security's National Center for Food Protection and Defense

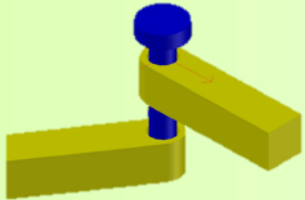
Today, avian influenza is front-page news throughout the world, yet there remains considerable confusion as to what the current "bird flu" situation means for a future influenza pandemic. This presentation will provide the facts about pandemic influenza every healthcare foodservice manager should know and the necessary planning steps for business continuity during a pandemic.



FSDs



Challenges



Pivots



Lessons Learned

C-Lex

Covid Lexicon

**COVID...
Not in the
Dictionary
!!!!**

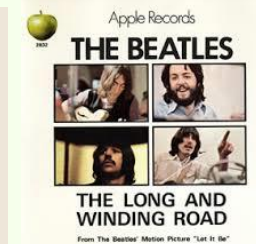
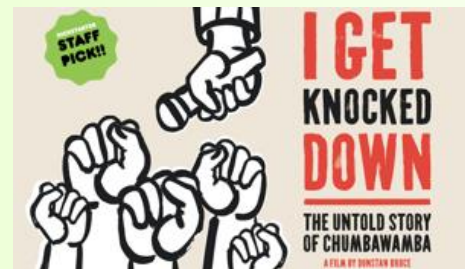
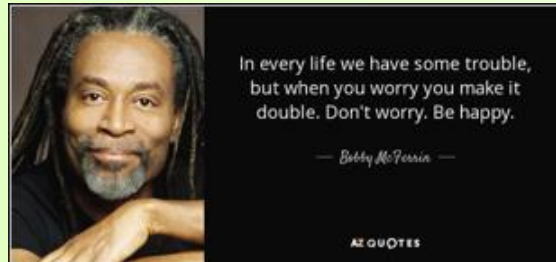
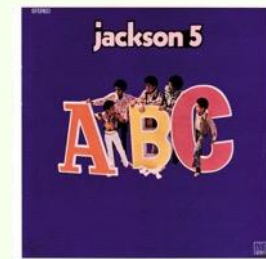
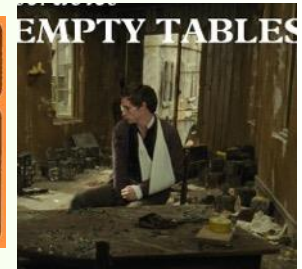
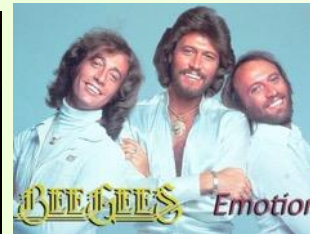
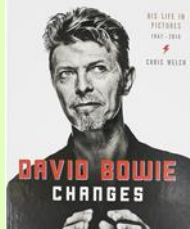
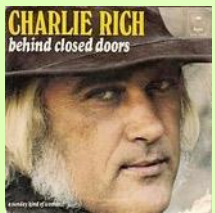
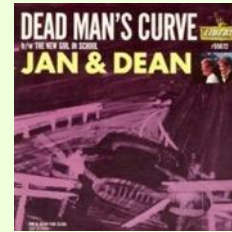


**Would you
to like to buy
an
E?**



Covid Playlist

- Recognize it
- Like it
- Rep of a Certain Era (PC)





HC Heroes & Heroines

C-Lex



OSUWMC : Julie Meddles



Centra Health
Tim Schoonmaker

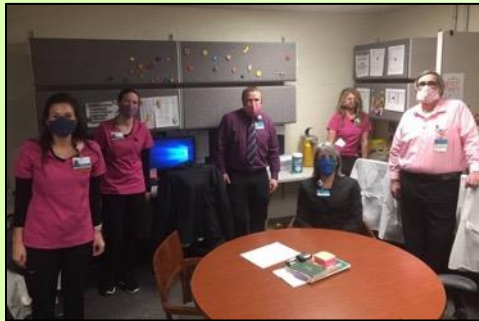


Mike Folino
Akron Children's



Eric Eiseneberg
Rogue Valley Manor

Dan Henroid : UCSF
Patrick LaMont: Brookdale U Med Ctr
Veronica McLymont : Sloan Kettering
Angela Mojica : Johns Hopkins
Angela O'Neill : Hunterdon
Martha Rardin : Hendricks



Kettering Health:
Cheryl Shimmin



Robert Wood Johnson: Tony Almeida

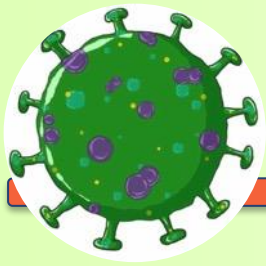


Dave Reeves



HC Heroes & Heroines





Covid: Not an FBI, But it is a Virus

C-Lex

Wet
Market



Horseshoe Bats



Civet Cats



Pangolins



Zoonotic Diseases

**FOOD
SAFETY**



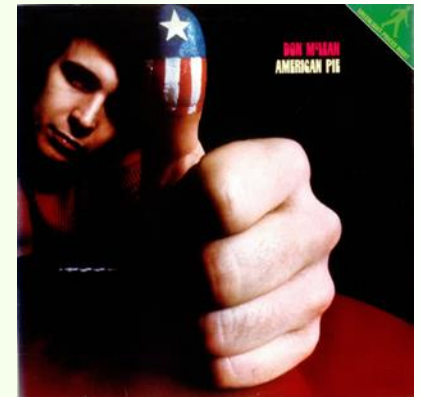
Where Were You...

The Day the Restaurants Closed?

“the month of April was a blur”

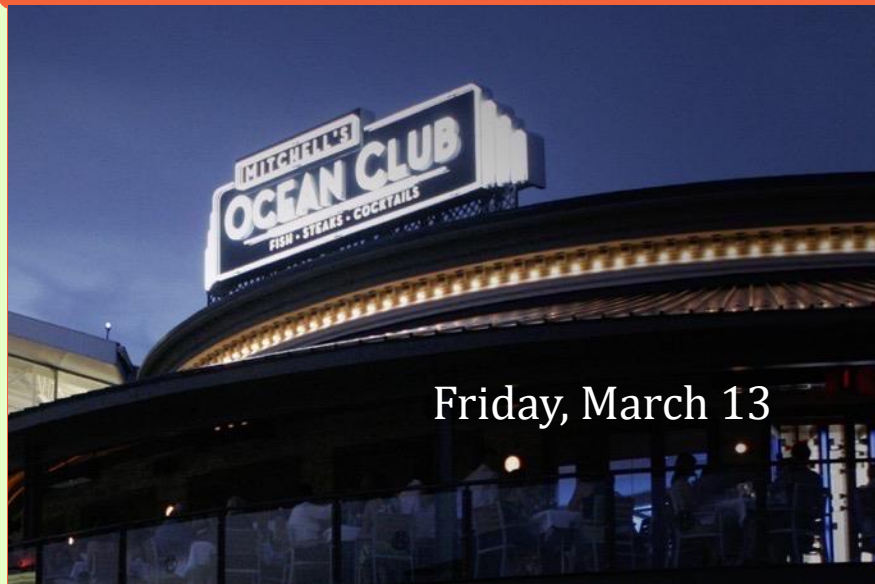


Don McLean
American Pie
“the day the music died”





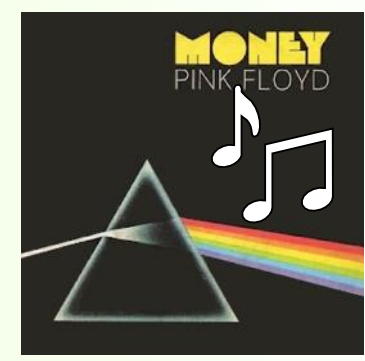
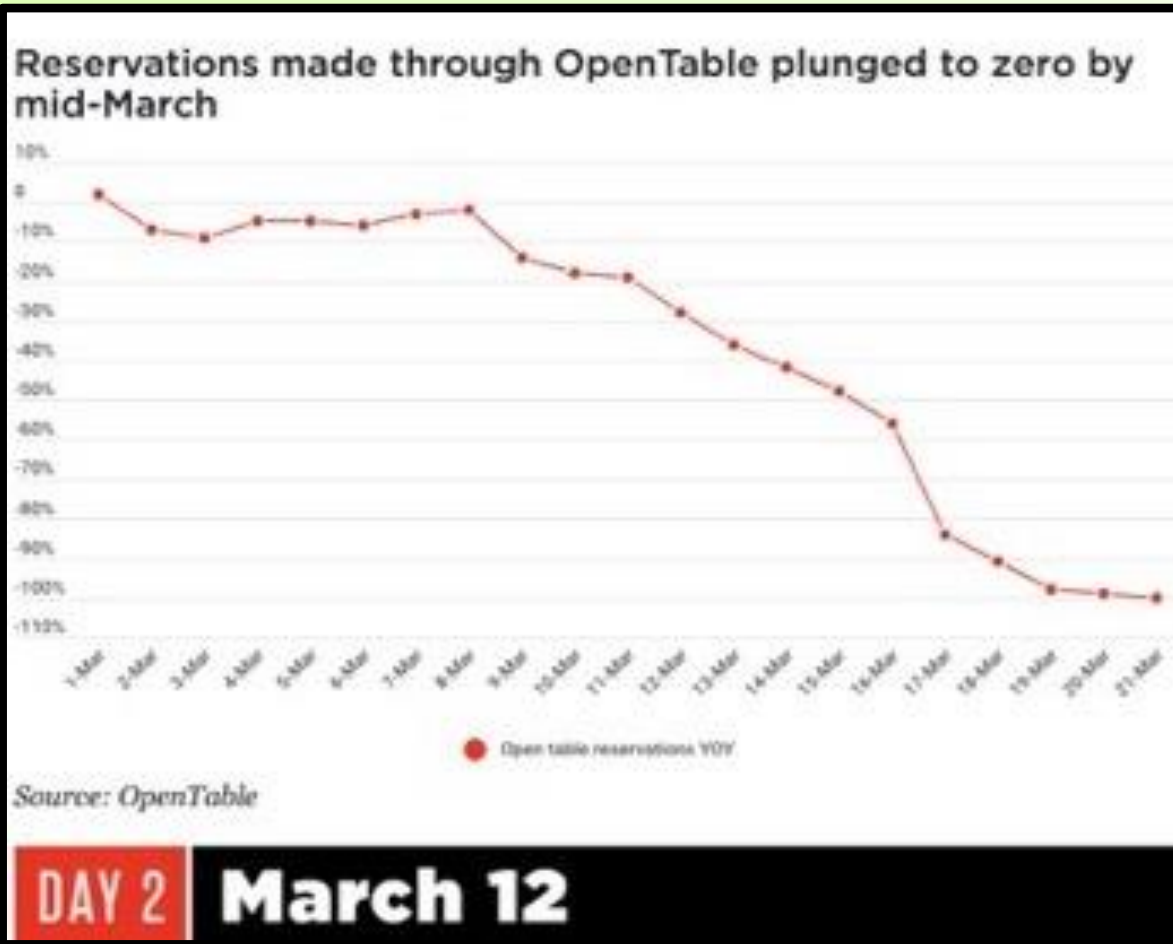
Fondly Recall Your Last Supper?



Friday, March 13



4 of Top 10 US Employers



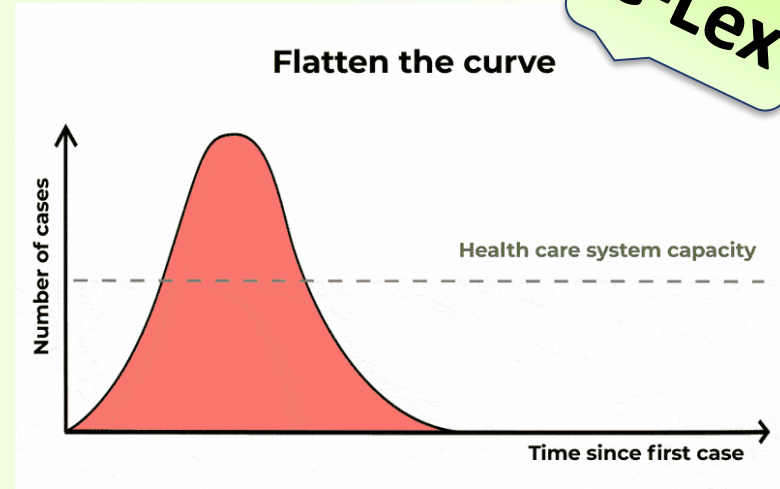


Economy: March/April

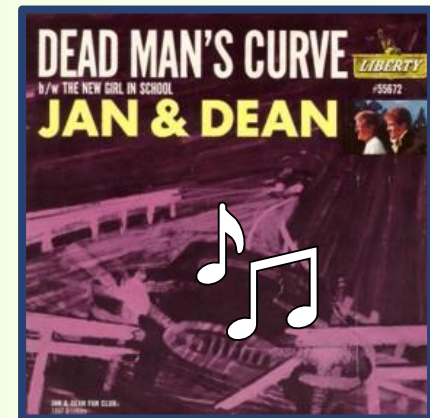
C-Lex



↓ 5.5 M Jobs

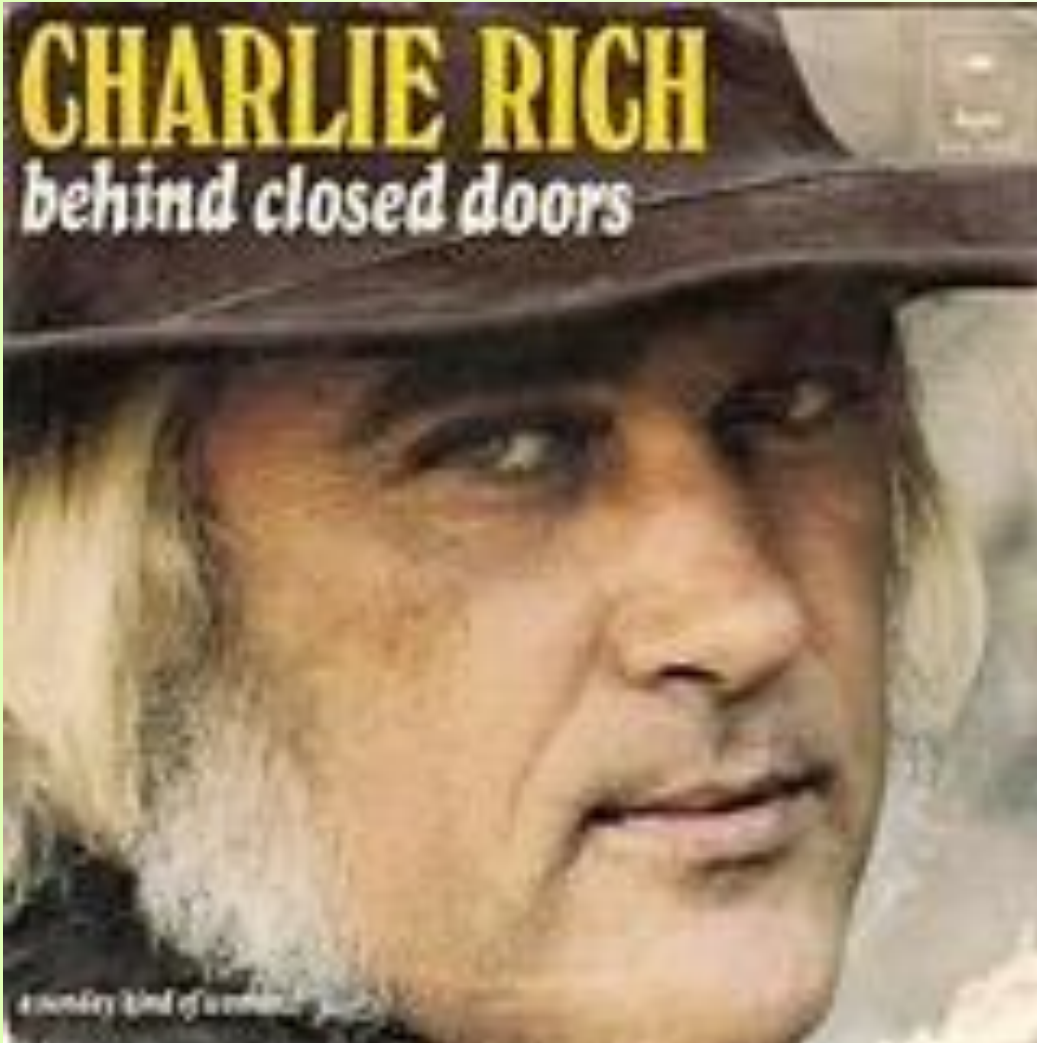


↓ 1.5 M Jobs





Initial Challenges

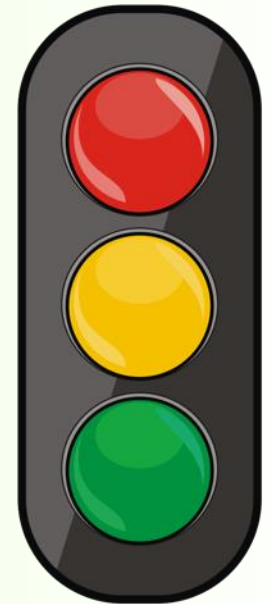


Let's go
Behind Closed
Doors with
HC Heroes &
Heroines





#2 Change & Inconsistency Guidelines & Operations





3 Communication

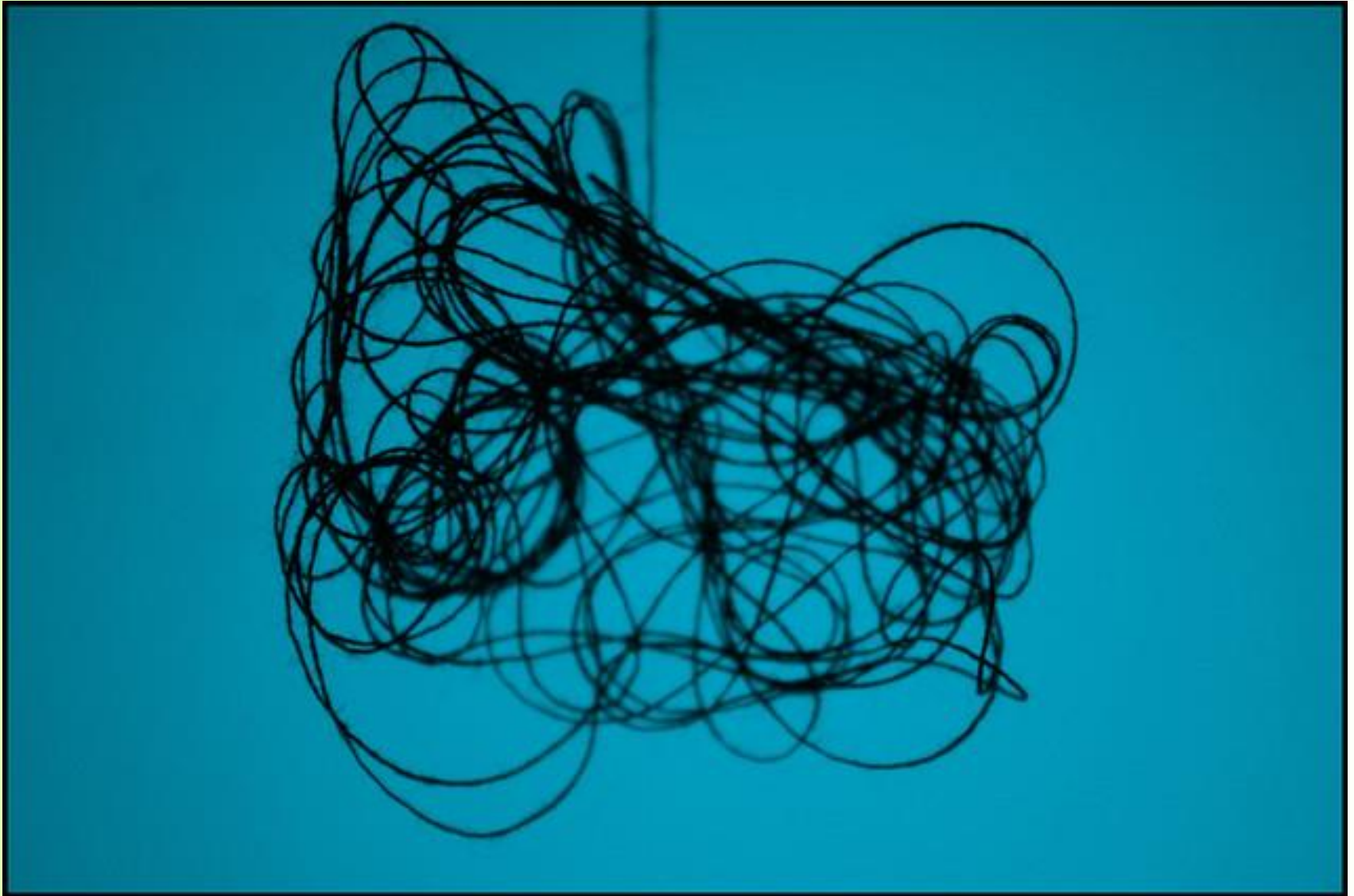


#4 Protecting Staff Physically & Emotionally



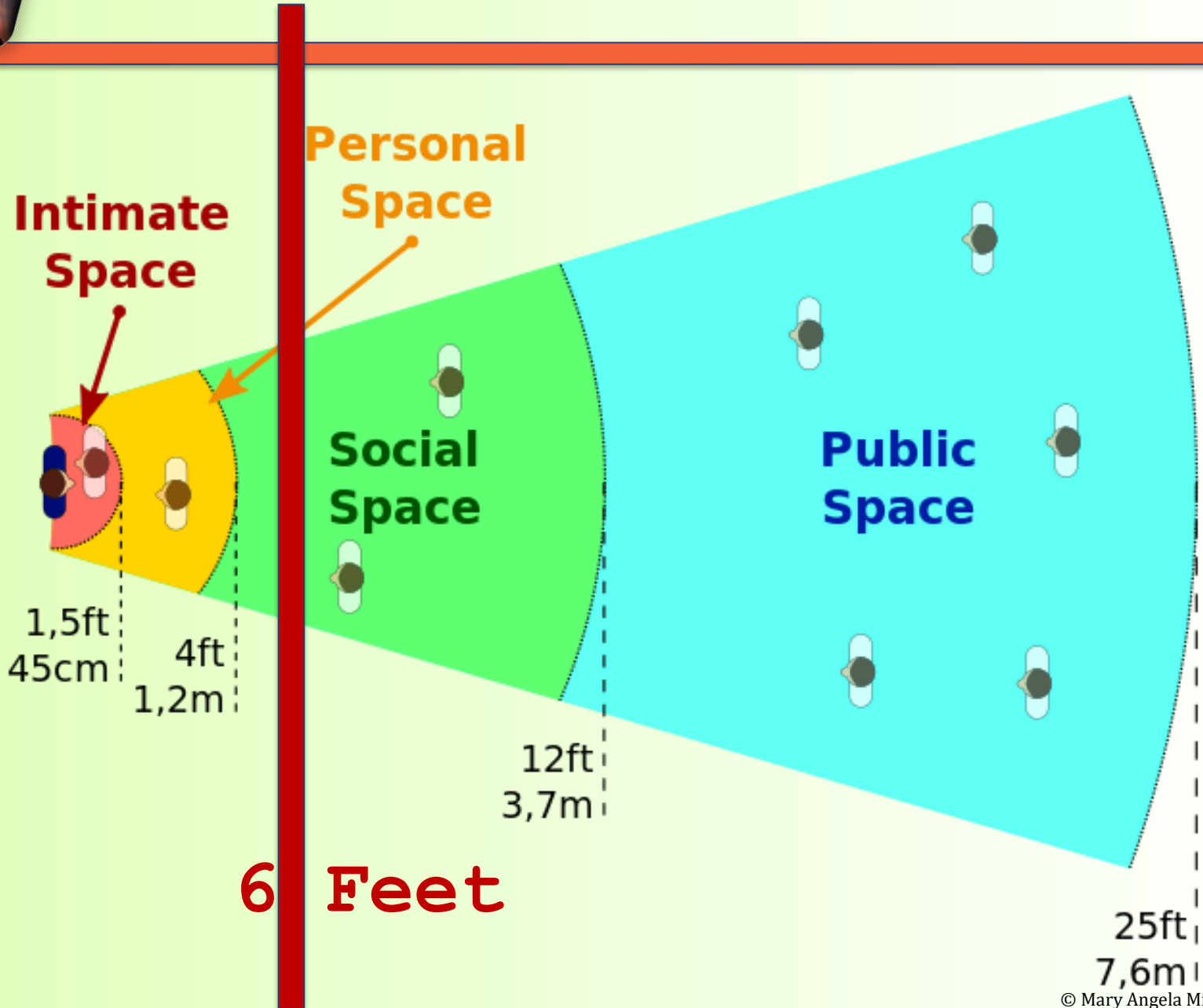


Complicated





Shift in Physical & Social Space





Physical Distancing

C-
Lex

(preferred over Social Distancing)



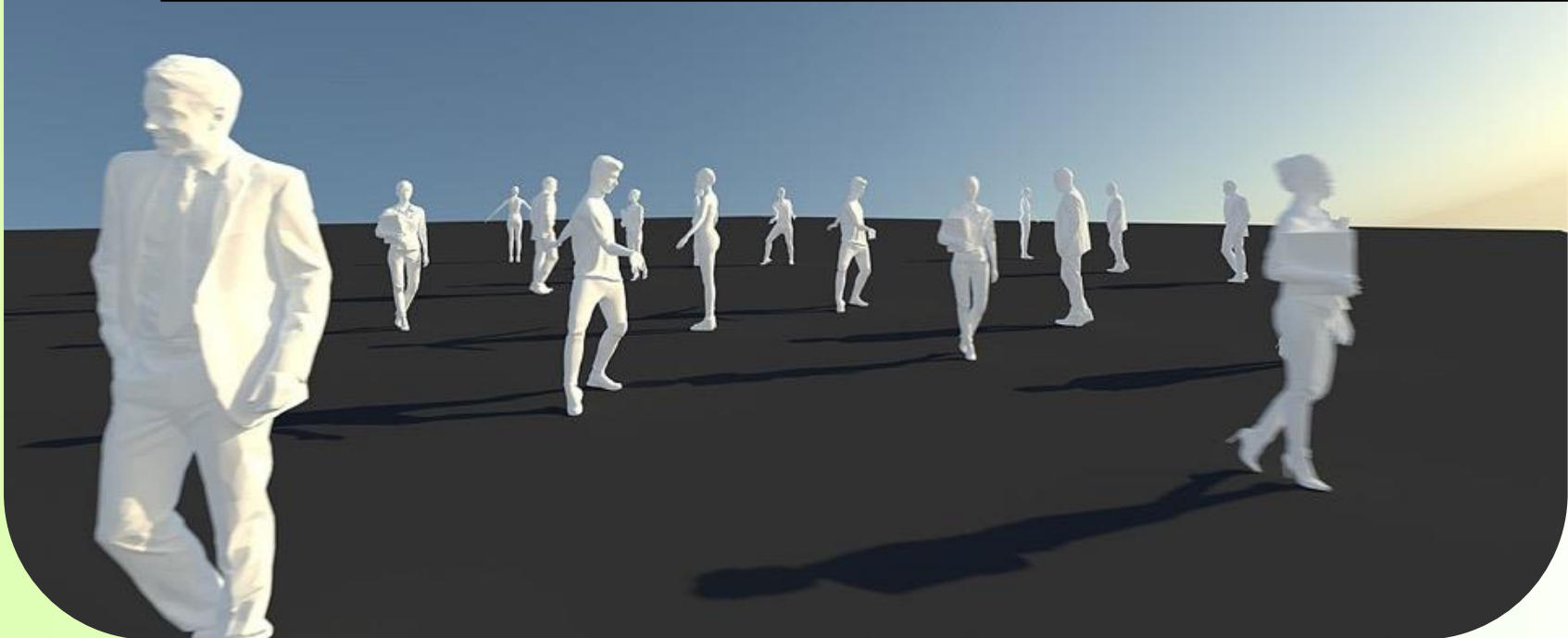


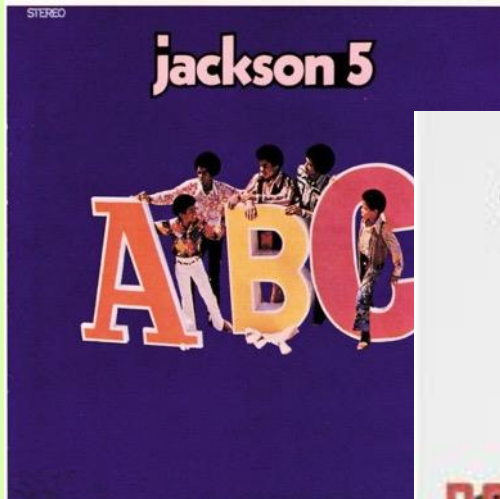
Physical Distance →

C-
Lex

Emotional Distancing

“We’ve never had a crisis where we couldn’t socially gather with people,” said John Gordon, founder of Pacific Management Consulting Group in San Diego, which advises restaurants.







**FIRST
THINGS
FIRST**



Dealing with Donations

“It’s like WKRP: Turkeys Falling from the Sky”

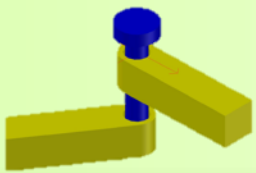




Donation Dilemma/Distraction

'We're not hungry, we need masks' says Australian doctor on coronavirus frontline

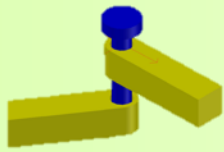




Pivots: CCCC



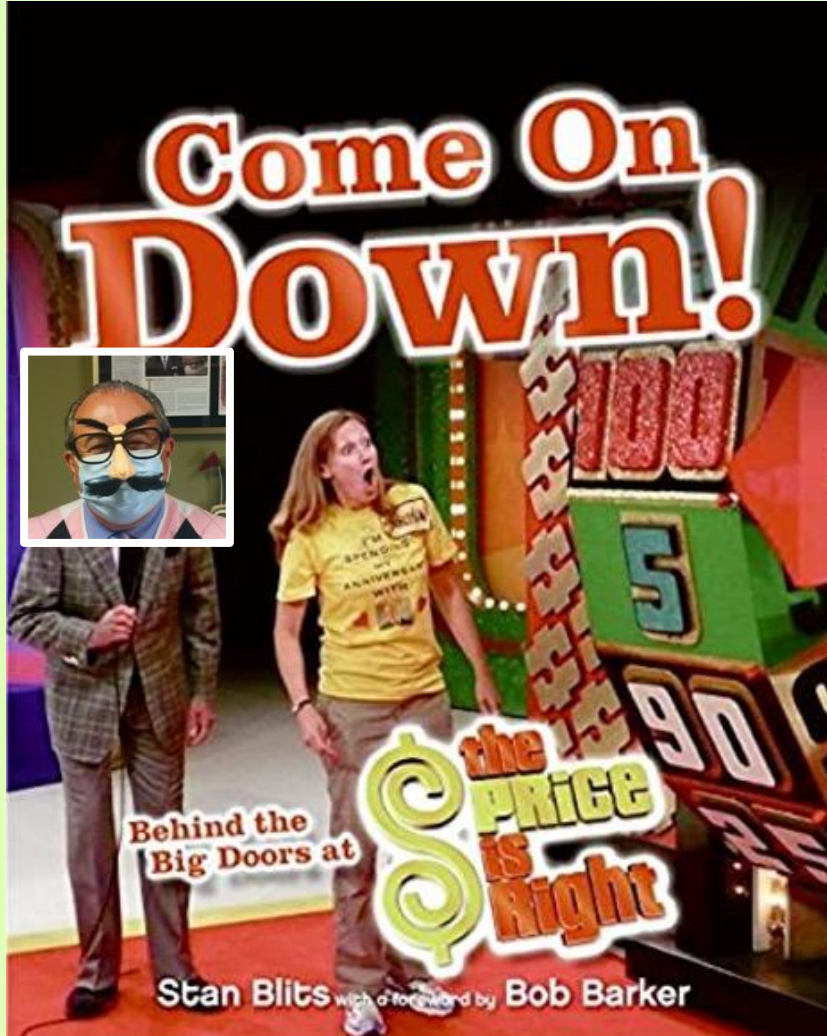
Corona
Crisis
as a
Change
Catalyst

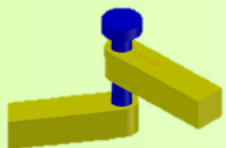


Hero Meals

C-Lex

Tony





Donation Guidelines



- Reliable Source?
- Distribution?
- Legal?
- Taxable?
- Charity Credit?
- Acknowledgement?
- SM Publicity?

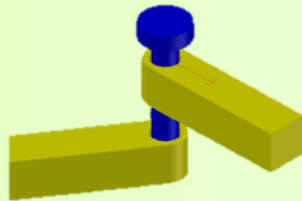




FSD Pivots



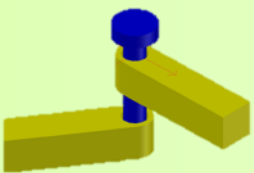
Challenges



Pivots



Lessons Learned



Physical Protection



DISINFECTION PROCESS FOR N95 FFR: VULCAN HEATER

Staff drop off dirty masks

1. Label mask with NAME and UNIT with a sharpie
2. Place mask in brown paper bag. Fold top of bag twice.
3. Place mask and paper bag into DIRTY hamper
 - Hamper has RED lid designated for MASKS ONLY
 - If hamper is more than 1/2 full, inform EVS
 - See hamper for Pick up and Delivery times.

EVS pick up Dirty Masks

1. Remove Dirty hamper bag. Bag should be labeled with Location name.
2. Fill out the Pick up log sheet on the top of hamper
3. Replace a new bag inside the hamper, write location name on the outside of bag.
4. Pick up masks per pick up schedule:

Pick up Schedule	Delivery Schedule
8am	1pm
1pm	6pm
6pm	11pm

Receive Dirty Masks

1. Place dirty hamper bag in Dirty Bin with pick up time.
2. Don gown, gloves, face mask prior to opening the hamper bag.
3. Count the number of masks present from the hamper bag.
4. Fill out a card with Location and number of masks and place in the Clean Unit bin. Do not exceed 20 masks in a load.
5. Discard dirty hamper bag in Biohazard trash.
6. Open the brown paper bags with the masks.
7. Inspect the masks for signs of soiling or damage.
8. If soiled or damaged or has 5 "X" place back in the brown paper bag and staple paper statement to it. Staff will need this mask back to get a replacement. Add the staff and location on outside of the bag.

Disinfect Masks

1. Place the masks on a plastic sheet in one of the marked squares. Each sheet can contain 10 masks.
2. Do not allow the masks to touch each other.
3. Place the plastic sheets into the heating unit starting from the bottom rack and moving upward.
4. Set the timer to 1 hour and 30 minutes.
5. Don heat resistant gloves. Remove the plastic sheets from the heating unit starting from top rack and moving downward.
6. Allow the sheets to cool for 5 minutes.

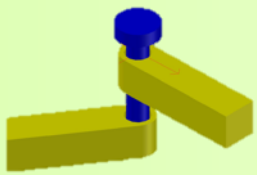
Stage clean masks

1. Place a "X" on the mask strap.
2. Place clean masks in white paper bags.
3. Place the clean masks into the clean bin for designated location.
4. Also place the brown paper bags with the paper statement attached into the bins.
5. Count the number of paper bags. The number should match that on the card.

Return Clean masks and Inspect

1. Charge nurse to collect clean masks in the warm zone.
2. If any masks are still in brown bags, inform staff that they need to request a replacement.
3. Staff member ensures mask is not visibly soiled or damaged, and perform a seal check. Otherwise, save the mask and request a new one from employee health.
4. Store the clean mask in the white paper bag.
5. When you reach 5 "X" on the strap, save the mask and request a new one from employee health.





Physical Distancing



Please limit people per table as indicated to ensure proper physical distancing.

Do NOT move/remove this chair or move chairs to other tables.

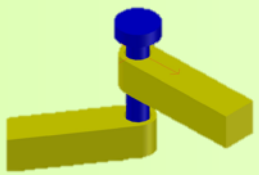
Do NOT move tables together.

Please wash your hands or use hand sanitizer before and after enjoying your meal.

Thank you for helping keep our patients and staff safe!



Akron
Children's
Hospital



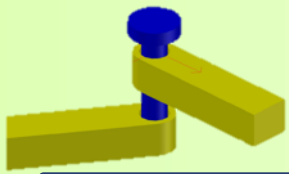
Emotional Support

“Foodservice is a people business and people were frightened and anxious”

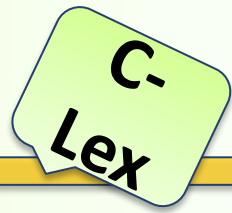
Let There
be
Peace on Earth



One Spirit Approach



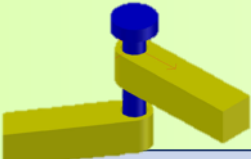
Staff Scheduling



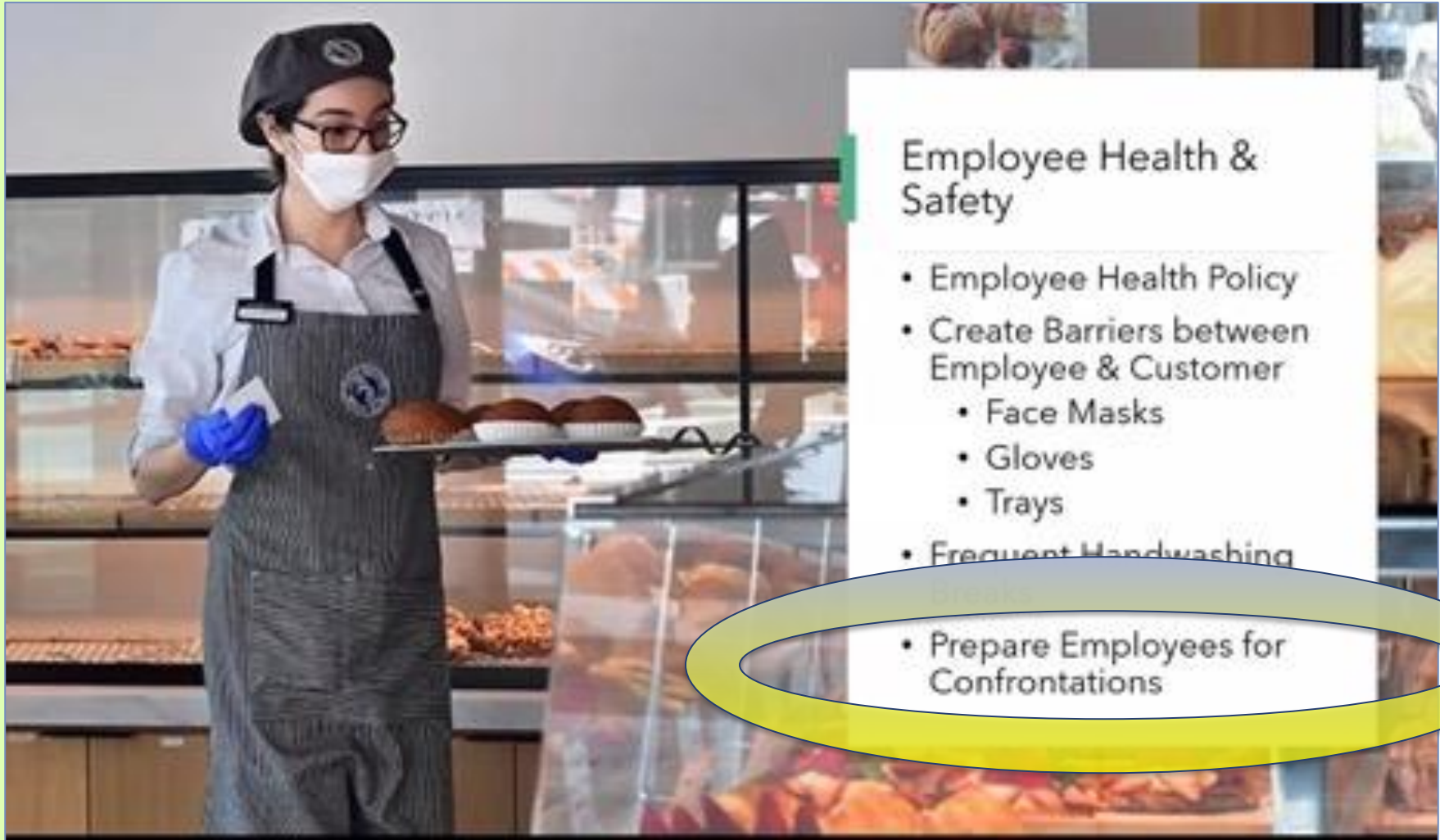
Platooning vs Cocooning

Give 'em a LYFT





Staff Training Support



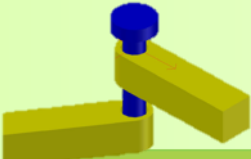
Employee Health & Safety

- Employee Health Policy
- Create Barriers between Employee & Customer
 - Face Masks
 - Gloves
 - Trays
- Frequent Handwashing
- Prepare Employees for Confrontations

Staff Protection Duty



"My Next Recruit may be a
Bouncer"



Retail Sales: RE-Everything

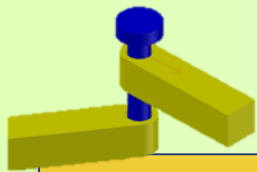
Teleworking

C-Lex



- Repurpose
- Redesign
- Reassign





Self Serve to DIY

Coffee Stations

Served Coffee Station



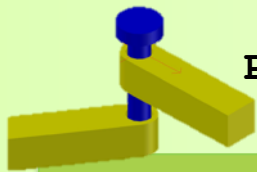
Self-Service Coffee Station



Salad Bar

- Salad bars were eliminated at start of COVID 19 crisis
- Relaunch options
 - Launch served salad concept
 - Continue with grab and go salad options





Pop Up Restaurants
Pandemic Pantries
Micro Markets

C-Lex



Overnight Covid Cafe





Safety Eclipses

Taste & Sustainability





Which normally NEVER Happens

Cleanliness beats taste (which normally never happens).

In regular times, "great taste" is universally the thing consumers care most about when selecting a restaurant. But these aren't normal times, and perhaps somewhat predictably, cleanliness today sits alone at the top of the list. This is nonetheless remarkable — people care more if a restaurant is clean than if it tastes good.

Consider the marketing implications. Rather than the beautiful food visuals that restaurants have long relied upon to promote themselves, it may be more effective to lead with a message around sanitation and safety.

considerations when selecting a restaurant

Clean & sanitary	45%
Great taste	36%
Nearby	36%
Value	34%
Speed	23%
Healthy	22%
Variety	19%
Supporting restaurants that need help	18%
Good service / staff	14%
Locally / independently-owned	13%





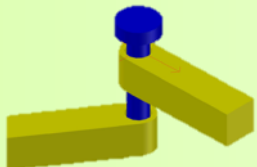
Supply Chain Interruptions



Food

Supplies





Menu Adds & Subtracts

C-19

Easy to Eat Covid Menu

COVID ROOM SERVICE NON-SELECT MENU 2020 - SOFT						
BREAKFAST	4-Mar-20					
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Orange Juice Milk	Apple Juice Milk	Cranberry Juice Milk	Orange Juice Milk	Apple Juice Milk	Cranberry Juice Milk	Orange Juice Milk
Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup	Greek Yogurt Fruit Cup
Honey Bran	Rice Krispies	Blueberry Muffin	Cheerios	Banana Bread	Rice Chex	Blueberry Muffin
Scrambled Eggs Decaf Coffee	Scrambled Eggs Decaf Coffee	Scrambled egg Decaf Coffee	Scrambled egg Decaf Coffee	Scrambled egg Decaf Coffee	Scrambled egg Decaf Coffee	Scrambled egg Decaf Coffee
Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.	Sugar/Creamer/Salt/Pepper/Marg Double Margarine and Syrup where needed.
LUNCH						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Vegetable Soup	Potato Soup/ crax	Chicken noodle soup	Vegetable Lasagna Stouffers NH 05171	Cm of Tomato	Chicken Noodle Soup	Potato Soup
Grilled Cheese Sandwich	Chicken Tenders	Egg salad sandwich	Green Beans	Egg Fried Rice	Beef and Macaroni USF 2326304	Chicken Salad Sandwich/Wheat
Diced Peaches	Mandarin Oranges	Applesauce	Diced peaches	Diced peaches	Mandarin Oranges	Mandarin Oranges
Butter Pecan Magic Cup Milk Salt/Pepper	Chocolate pudding Milk Salt/Pepper	Vanilla Ice Cream Milk Salt/Pepper	Orange Magic cup Milk Salt/Pepper/BBQ/Ketchup	Vanilla Ice cream Milk Salt/Pepper	Chocolate Pudding Milk Salt/Pepper	Vanilla Magic Cup Milk Salt/Pepper
SUPPER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Chicken noodle soup	Vegetable Soup	Cm of Tomato	Vegetable Soup	Vegetable Soup	Potato Soup/ crax	Cm of Tomato
Meatloaf/ Double Gravy	Cheese Ravioli	Chicken Burrito Bowl / no corn	Salisbury Steak Stouffers USF # 3003134	Chicken Tenders	Salmon Stir-fry	Mac and Cheese
Mashed Potatoes/Double Gravy Carrots	Green Beans	Mandarin Oranges	Mashed Potatoes/Double Gravy	Mashed Potatoes/Double Gravy	Rice	Green beans
Cheese cake Decaf Coffee	Sugar Cookies Decaf Coffee	Carrot Cake Decaf Coffee	Butter Pecan Magic Cup Decaf Coffee	Chocolate Magic Cup Decaf Coffee	Carrot Cake Decaf Coffee	Chocolate Torte Decaf Coffee
Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper	Sugar/Creamer/Salt/Pepper





OVERT Sanitation

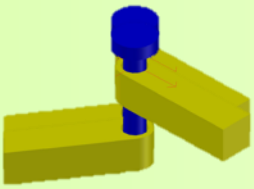
C-19

OVER COMMUNICATE & OVERKILL



**Best
OVER KILL
Example**

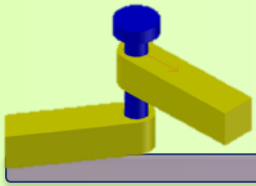




Gel In - Gel Out

C-19





Q 15 Minutes



5

10

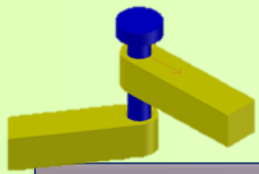
30

1h

15 minutes

04:54





Frictionless Contactless

C-19



Technology

Creating & Adapting Apps

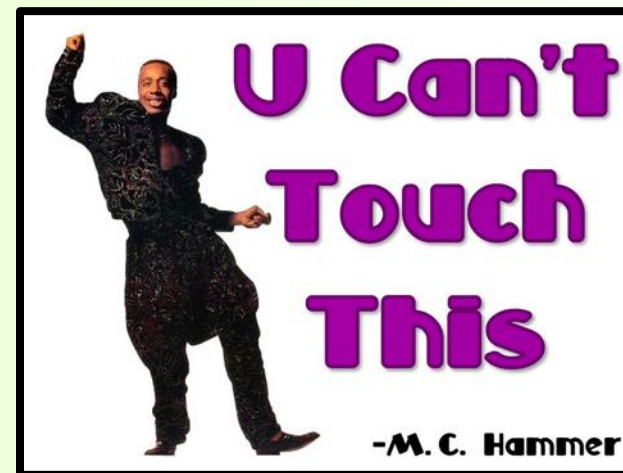
Virtual Café

Ghost Kitchens

Robotic Delivery

Added Beds

Café as Store Room





Unexpected Challenges

C-Lex

- Unemployment
 - Enhanced
 - Partial Unemployment
- Covid Time off
 - +Sick Leave Bank
 - Childcare



- Social Justice Movement
- Accreditation Visit
- Enteral Feeding Pumps
- Rolling Power Outages
- Natural Disasters







Biggest Challenge NOW?



RIFs

Furloughs

Lay Offs

Hiring Frost

Hiring Freeze



NOW: Attracting Diners





NOW? Budgets & Financials

PreCovid - PostCovid

C-Lex

*“Jan/Feb were on track to be our biggest year ever.
How do you create a run rate from that?”*



NOW? Corona Fatigue

C-
Lex

“We’ve gone from compliance to complacency.”

“Emergency without an endpoint.”



What Can't You Wait to STOP Doing?





Why are we smiling?

So they don't notice the sweat.





What Else?

C-
Lex

- Covid Questions
- Physical Distancing
- Directing Traffic
- Crowd Control
 - Covid Captains
- Wiping Down Keyboards
- Using Disposables
- Remote Meetings
- Zoom in? No Zoom out!



What do You Know Now...

That You Didn't Know Then?



Other duties as assigned:

- Telehealth
- Screening
- Contact Tracing
- Designing Dots
- Building Drive through Testing Centers
- Expanded Supply Chain Duties





Worst Moments?

Pandemic Collided with People

“Fellow director died, one of the earliest deaths in our county.”

“I spiked a fever... had to quarantine”

“One of our most respected supervisors passed.”

*“It’s difficult to watch our industry crumble,
falling down all around us.”*





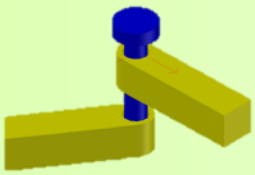
Proudest & Most Memorable Moments?



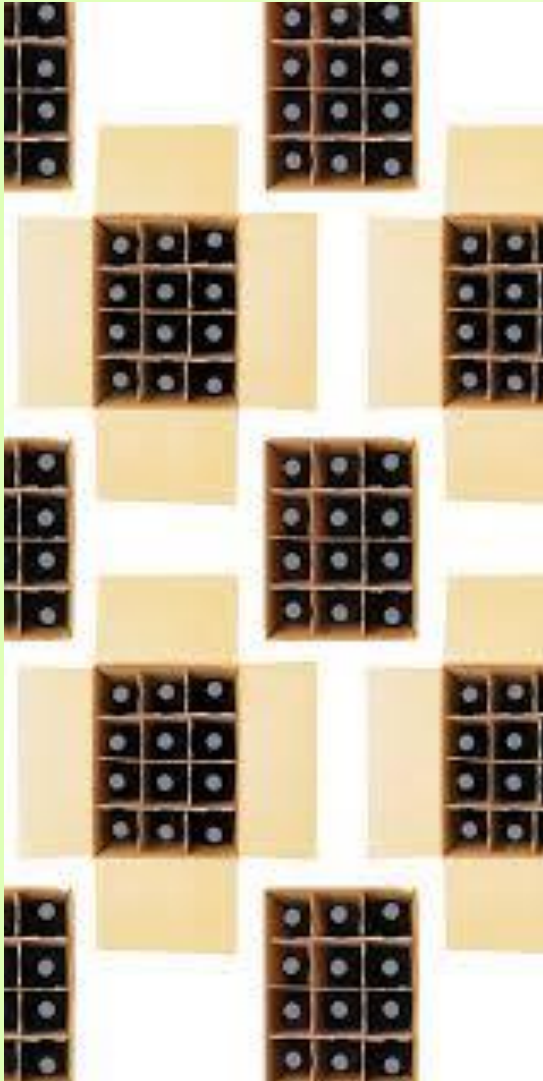
- Passing Trays to Covid Patients
- Covid Survivor Send Offs
- What FAND Does Best:
Take care of
Care Givers & Community



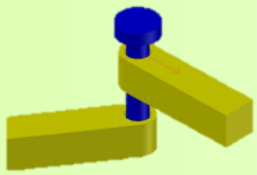
J Meddles, T Almeida




What Do these 3 things have in Common?



Trigating

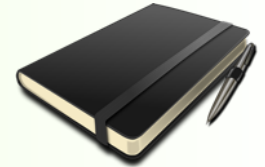


What FSDs do to Decompress



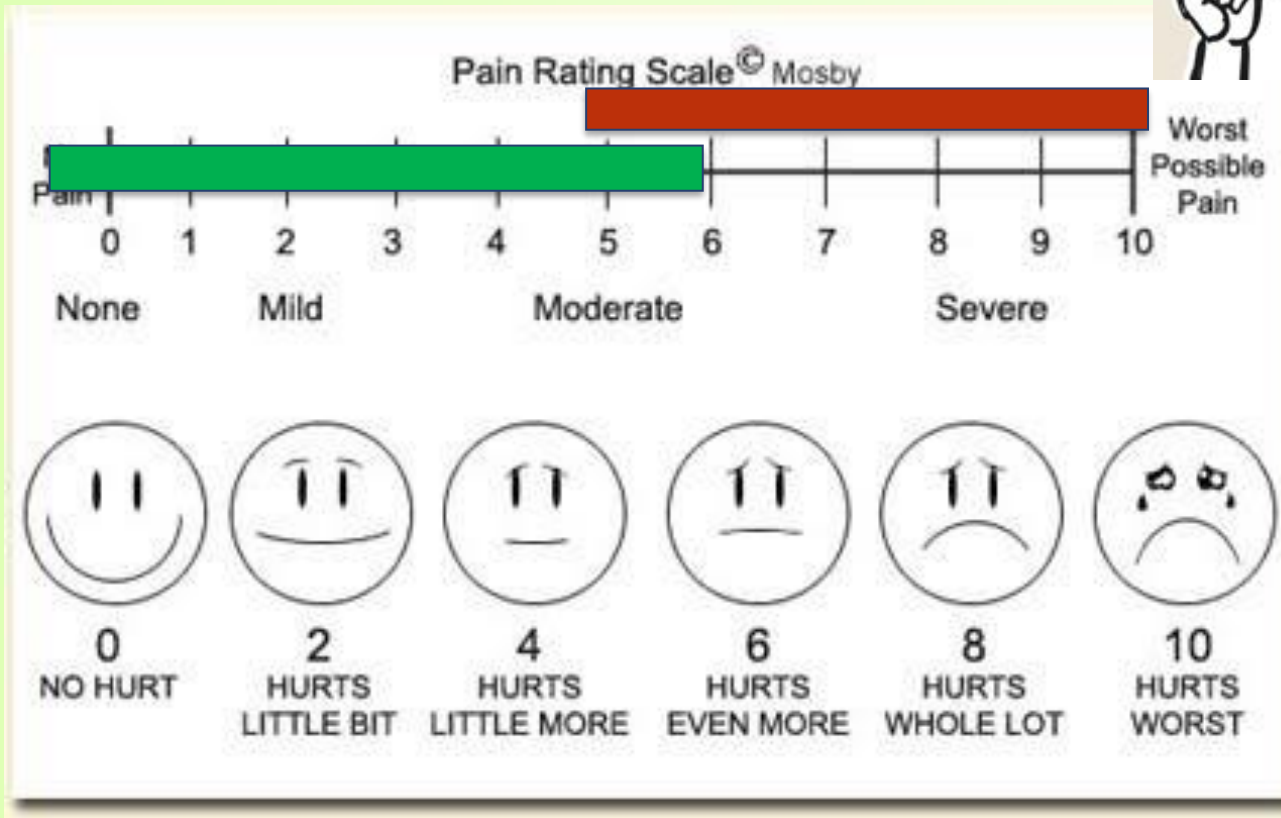
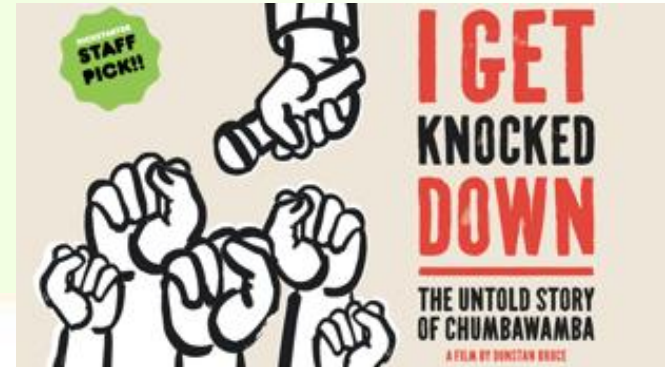
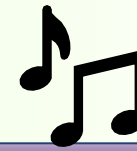
In every life we have some trouble,
but when you worry you make it
double. Don't worry. Be happy.

— Bobby McFerrin —



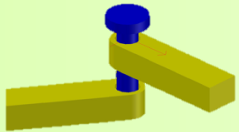


Is it Working?





Challenges



Pivots

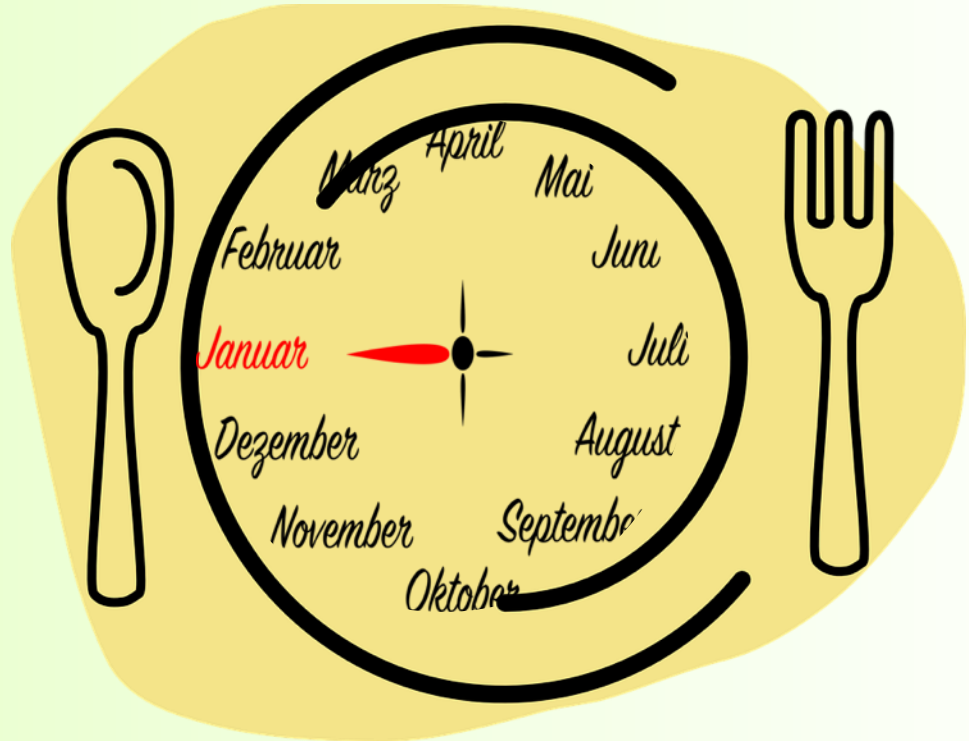


Lessons Learned

New Normal (Date TBD) New "AbNormal"



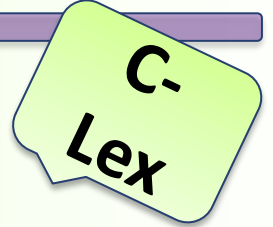
Return
to
Open



Vaccine?
Herd
Immunity?



Preparing for the Twindemic



Action Plans

- Tabletop Drills: Worst Case Scenarios
- Document Everything: What works , What Doesn't

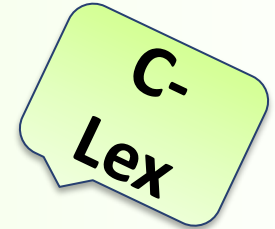
Develop Protocols

- Communication
- Break Rooms
- Donations... then Hand off Donation Mgt



Preparing for the Twindemic

- Stockpile Inventory
- Create a Covid menu
- Plan for (& hopefully reduce) Disposables & Waste
- Expand/Hardwire Telehealth
- Re-Imagine the Dining Experience



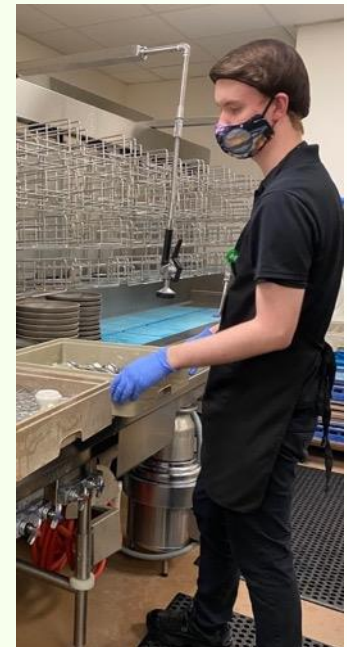
Staff



- Take care of Staff and they will take care of you
 - PPE & Sanitizers : work may be safer than home
 - Job Stability: May be their only stability
- Plan stress relief for staff before it is needed
- Capitalize on Staff's Secret Super Skills

Flexible Scheduling as a Retention Strategy

Establish Time Off Guidelines & Parameters with HR





F&N Org & Community Role



Solidify Partnerships



“Never let an opportunity to develop a relationship with a colleague or business partner go- because you never know when you might be able to help each other.”

Peer to Peer

Administration

Senior leaders

Nursing

Infection Control

Primary & Secondary Vendors

Health Dept.

Where's your
mask?

Thank You!

You're in my
space!

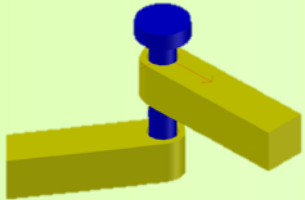




C-Lex



Challenges



Pivots



Lessons Learned

"I Can't wait to Put Covid in the Rearview Mirror!"



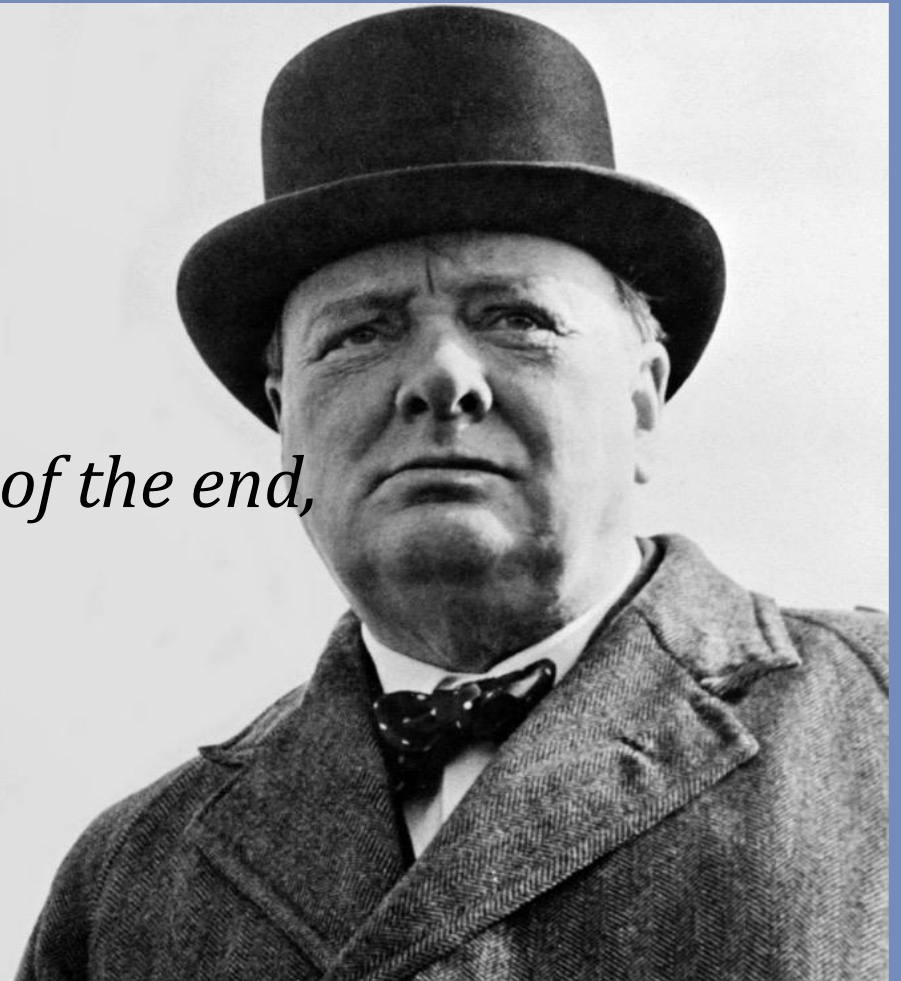
Be Careful Driving in the Fast Lane





Covid 19 in 20-21?

*“This is not the end,
it is not even the beginning of the end,
but it’s perhaps
the end of the beginning. “*





1970

Apple Records

THE BEATLES



THE LONG AND WINDING ROAD

From The Beatles' Motion Picture "Let It Be"



With Gratitude

"Stay Safe - Stay Secure - Stay Healthy"



*"... and be sure to send me your C-Lexicon and Song suggestions!
mamiller56@gmail.com*

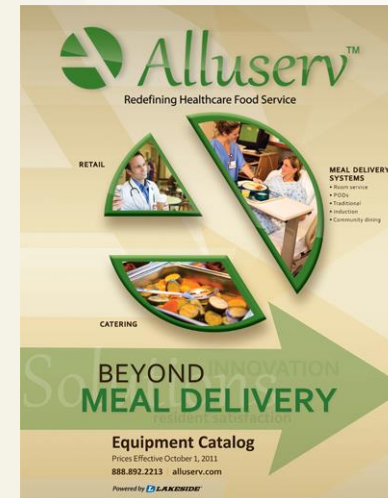
SPONSORED BY ALLUSERV, LAKESIDE MANUFACTURING, MULTITERIA

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COVID-19 RESOURCES FROM LAKESIDE/ALLUSERV

- Screen walls / traffic rails-Screen walls
 - provide decorative, functional and safe separation
 - block ugly sight lines too.
- Portable handwashing sinks
- Isolation carts-meal delivery, and yellow isolation carts for masks, garments, etc..
- IV Stands and tables
- Wire Storage & Transportation
- Utility Carts



THANK YOU FOR ATTENDING

- Video, PowerPoint slide show, and certificate of participation can be found
 - At either of these websites
 - www.ahfnj.org
 - www.ahfny.org
 - www.alluserv.com