



DOES YOUR CUSTOMER HAVE CONFIDENCE IN THE SAFETY OF YOUR FACILITY?

SAFETY IN YOUR OPERATIONS IN ORDER TO THRIVE AND FOCUS ON FOOD EXCELLENCE!

PRESENTERS

Marsha Diamond, MA, RDN, Non-Commercial and Hospitality Foodservice Specialist, Diamond Approach

Suzanne Quiring, CDM, RD, President Suzy Q Carts

Nancy Lane, Senior Designer Visual Merchandising & Product Concepts, Lakeside Manufacturing, Inc.



OBJECTIVES

- Learn 5 tips to merchandise food for mobile delivery, retail venues and small dining events
- Understand what is safe in terms of physical distancing in back of house
- Acquire an understanding of solutions to increase customer confidence in your retail venues
- Strategize on how you can elevate food experiences



Marsha Diamond, MA, RDN

Non-Commercial and Hospitality Foodservice Specialist, Foodservice marketing & sales consultant. During the age of COVID-19, she continues to help bridge what the operator needs & work with companies that can fulfill those products and services.

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

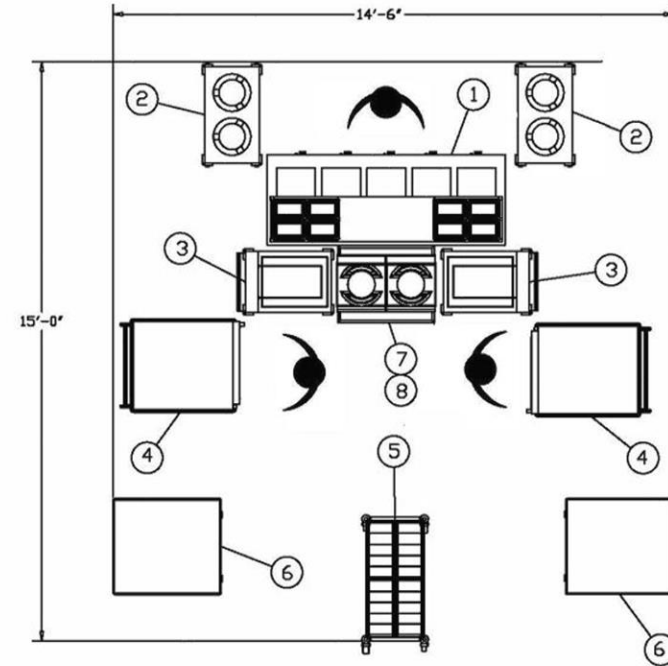
Sustainable Packaging

Delivery and contactless are here to stay

Buffets, Self service, salad bars

THE KITCHEN

Traditional tray lines may be modified to maintain sufficient social distancing and limiting contact of common surfaces.



		<small>300 West 110th Street New York, NY 10019 (212) 505-9223</small>	
		TRAY ROOM SERVICE POD SYSTEM	
		TRAY MAKE-UP LINE	
		FLOOR PLAN LAYOUT	
NO.	REVISION	DATE	<small>NO. OF THIS DRAWING IN SET 1 OF 1 DATE: 02-28-2017 SCALE: 3/8"=1'-0" PROJECT: L1007-1</small>



NEW BUILD KITCHEN CODE: INCOMING PRODUCT

- 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

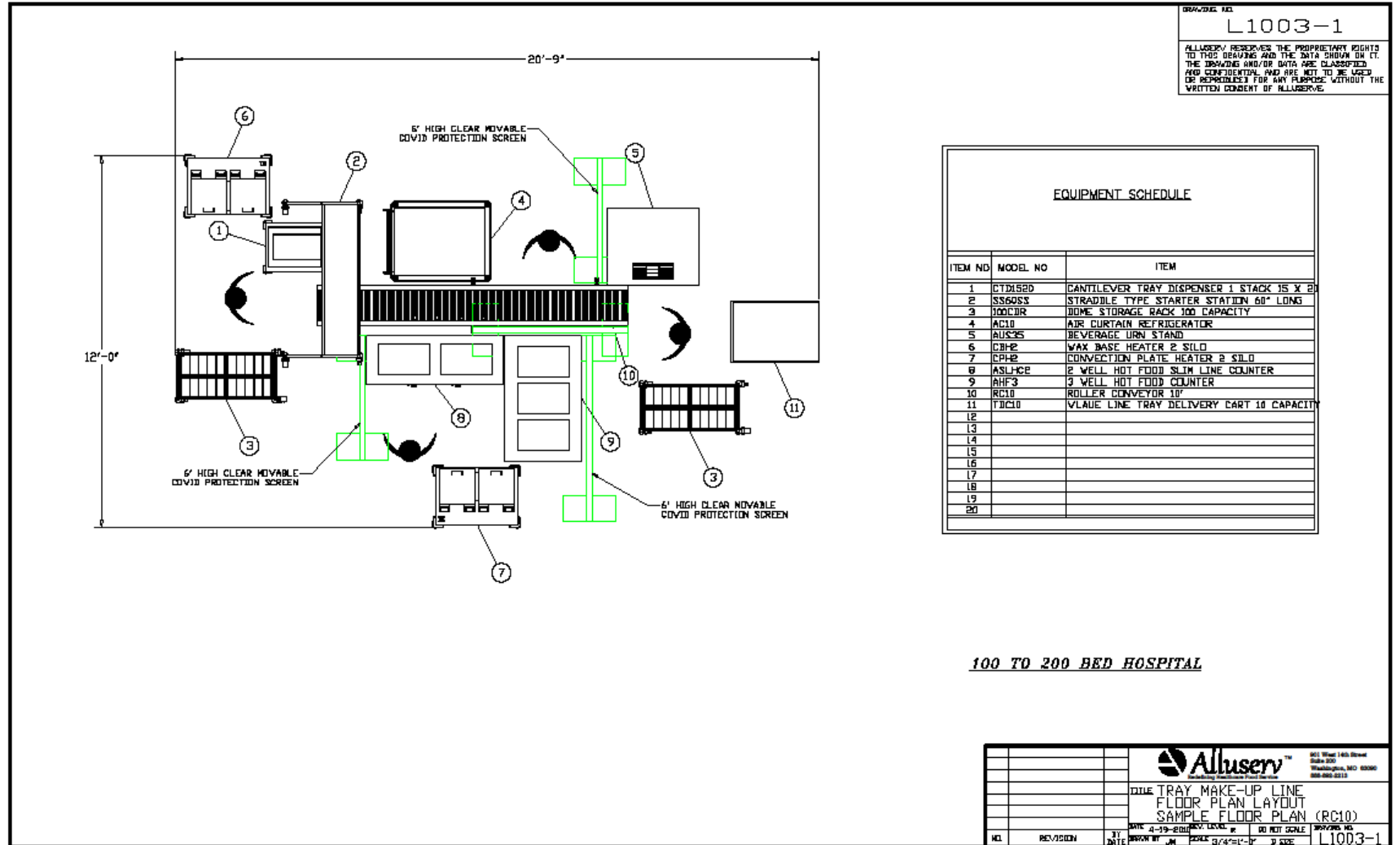
Contactless: Front of House

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

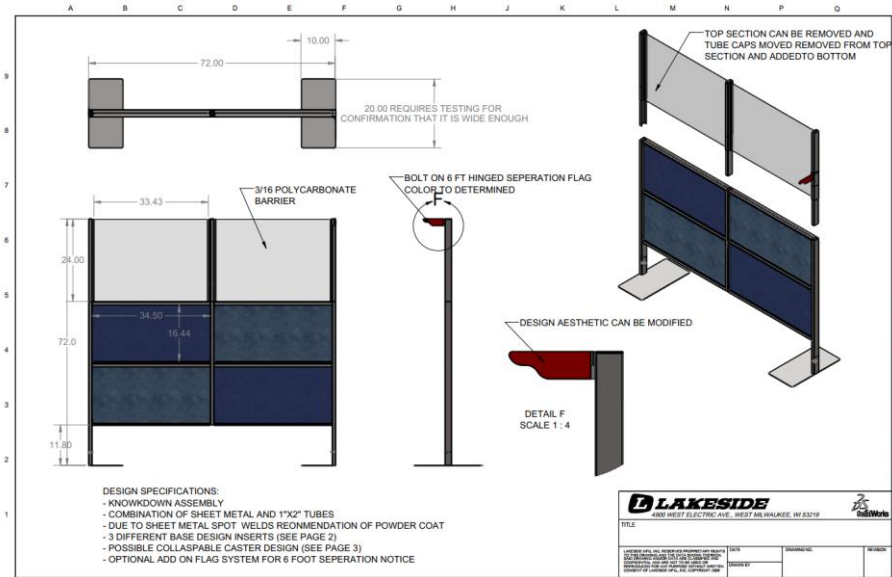
THE KITCHEN

- 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

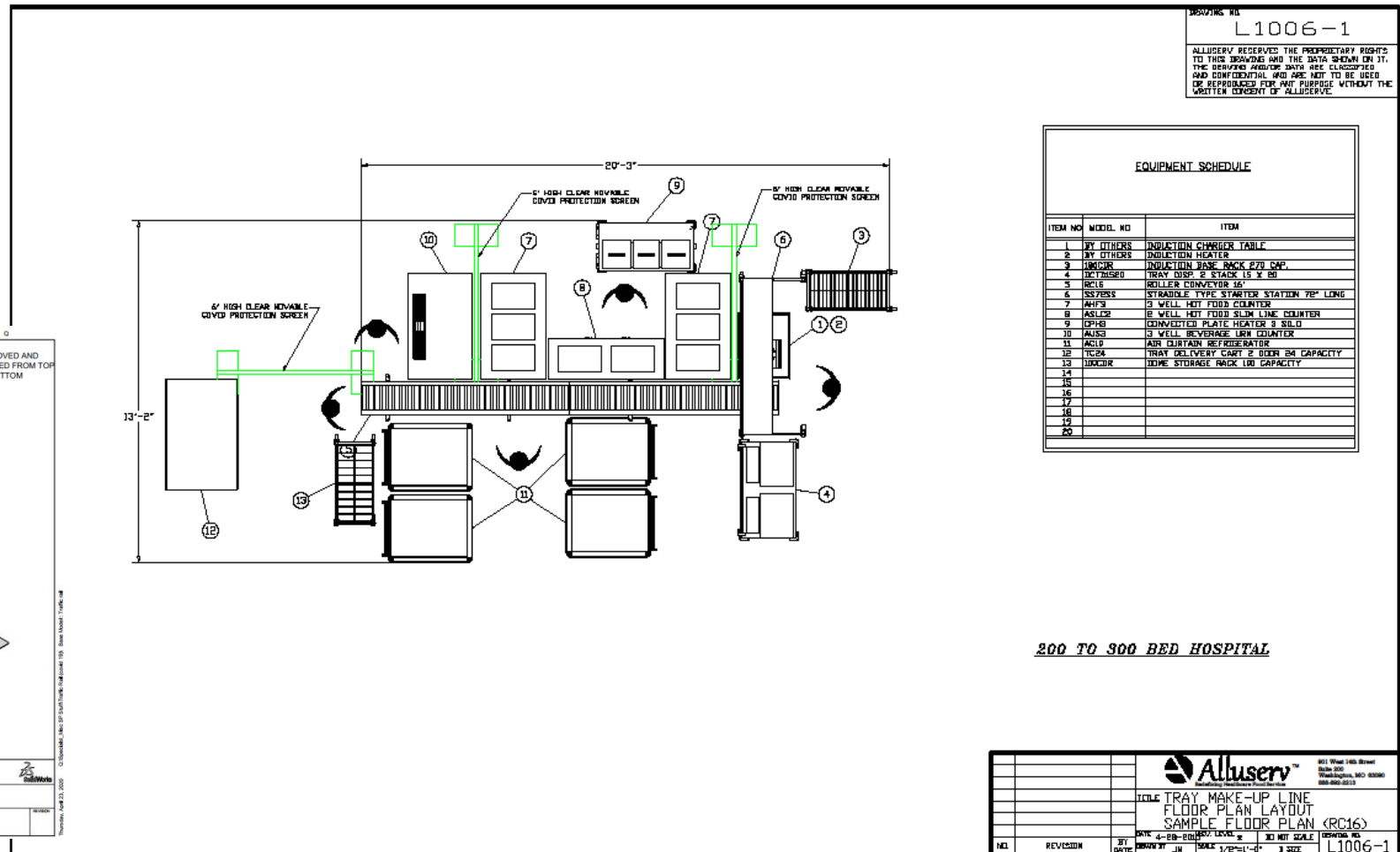
THE KITCHEN



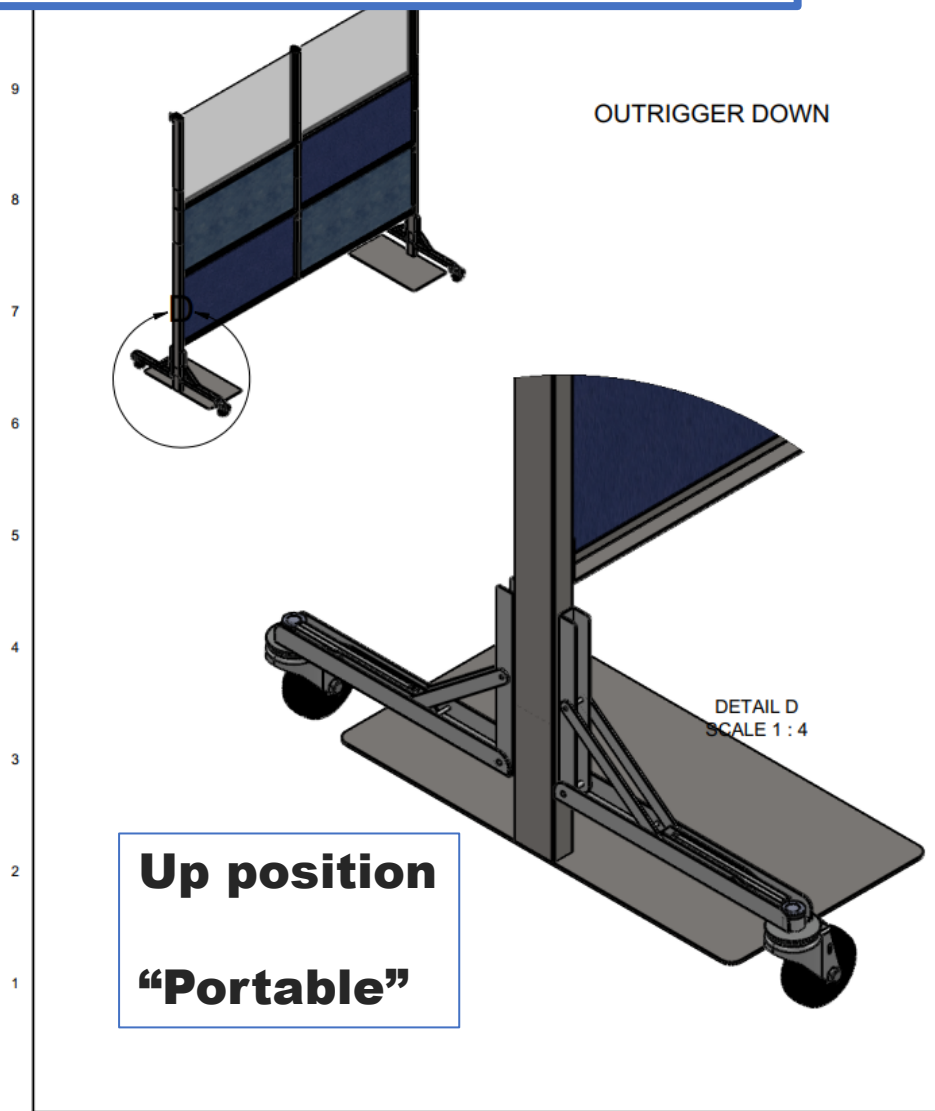
THE KITCHEN



2nd Gen of stationary screen with folding caster sets

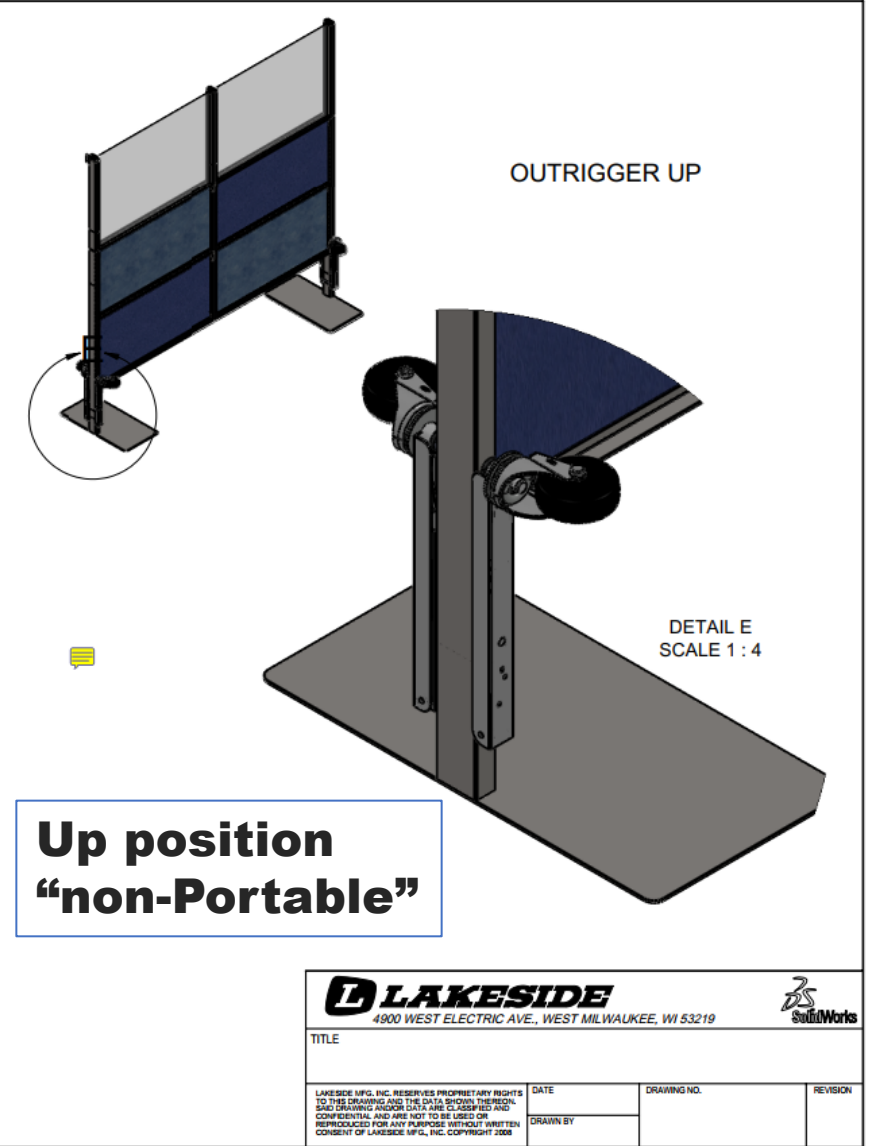


Enlarged view of folding caster sets



**Up position
"Portable"**

OUTRIGGER DOWN



**Up position
"non-Portable"**

LAKESIDE
4900 WEST ELECTRIC AVE., WEST MILWAUKEE, WI 53219

SolidWorks

TITLE

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O:\Specialist_Misc SP Stuff\Traffic Rail (covid 19). Base Model 1 Traffic rail Thursday, April 23, 2020

BACK OF HOUSE

- To allow good social distancing, consider “wait here” signs to avoid crowding while waiting for the restroom. Provide signs with visual guidance on how to pass in constrained spaces.
- Provide paper towel dispensers outside restrooms for those who refuse to touch doors, and position trash cans within easy arm’s reach of doors, inside and out.
- Post a well-kept cleaning log in an easily visible spot. Restrooms should smell fresh and clean at all times to ensure maximum confidence.
- Restroom visits should be as contact-free as possible. Door kicks, foot handles, touchless faucets, soap dispensers, trashcans, and disposable paper towels instill confidence.
- Ensure returning employees understand new requirements and guidelines prior to returning to work. Provide appropriate PPE for all employees.
- Clearly post all workplace requirements, including PPE, temperature-taking measures, hand hygiene and sanitation, associated sick leave policy, and available resources (CDC, FDA, etc.) so they are readily accessible.
- Factor additional time into shifts, allowing staff to appropriately prepare, given additional health and safety requirements.
- Provide separate building entry/exit for staff, to avoid congestion and cross-contamination.
- Provide frequent updates to patients, visitors, and staff through well-maintained communication channels.
- Build trust over time and reopen your facilities, incrementally. Communicate plans in advance.



“Cleanliness is the new ambiance”

-MORALE

-CONFIDENCE

-STAYING WELL

Suzanne Quiring, CDM, RD



Suzanne Quiring is a registered dietitian both in Canada and USA. She is a member of dietitians of Canada, Washington state academy of nutrition and dietetics (AND), and dietetics in health care

Communities (DC). She is a certified dietary manager with ANFP, and active member of CSNM. Along with having her 2 year continuing care administrator's diploma, and she volunteered as the bc Rep for dietitians of Canada gerontology nutrition network for the past 3 years. Suzanne has over 28 years experience in the health care community food service industry as a director of food services,

Dietitian, and consultant. Suzanne has personally worked in all areas of residential care from assisted living, skilled nursing care, palliative care, dementia care, brain injury, extended care and acute care - she

Has an appreciation as to the practical and real challenges of providing great meal service to residents, regardless of care level.

In 2000, Suzanne invented the SuzyQ cart system, which is a movement on an improved way on "how" we typically do meal delivery in our ltc dining rooms, which allows for more resident interaction &

Choice, hotter food and less food waste resulting in significant dollar savings. To date, she has helped over 800+ communities throughout north America improve the dining experience for residents with mobile meal service.

Suzanne has been published in 10 professional journals and been a speaker at national conferences including 2018 ANFP regional conferences, 2018 dietitians of Canada national conference, 2016

DHCC national conference, pioneer network, Eden alternative international conference, and numerous health care conferences. She was awarded the Marie Taylor award for excellence in long term care by

Dietitians of Canada in 2015, and ANFP national dining distinction award winner for 2020.

Food Safety at 'Front of the House' (during Covid-19)

Suzanne Quiring, CDM, RD





“In some ways, nothing has changed with COVID... it is just enhanced our awareness of good Food Safe practices we all have been trained on.

If not, it’s was time to freshen up fast”

TOP 10

1. Proper Handwashing

- 20 seconds (most only wash for 5 seconds)
- Pre & post service
- Portable hand washing station helpful?
- Hand sanitizer pre/post meal
- Mgmt. goes around with a portable bottle?



2. High touch points/enhanced cleaning schedule

- Clearly spell it out what & when, and sign off - list it all
- Cleaning, sanitizing, disinfecting (3 step process)
- Sanitizing buckets (proper strength, check every 2 hours, log it)
- Get clarity from your chemical rep
- Regular inspection



3. Posted menu boards (vs hard menus)

- TV's, posted menu board



TOP 10

4. HACCP/ Food temperatures (pre and post meal)

- Know danger zone well
- Calibration of thermometers
- Keep good records/logs

5. No self-serve (untrained hands)

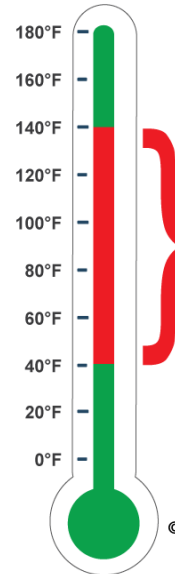
- buffet/salad bars/coffee corners

6. Personal Hygiene

- Handwashing, clean nails, proper glove use
- Hair restraint, jewelry, clean uniform, P&P
- Face mask is the only real change

7. Covering food for transport

- Roll covers, flip lids, sneeze guards
- Trained food safe serving staff (different from self-serve)



DANGER ZONE
40°F - 140°F

Perishable foods should not be left out in the "Danger Zone" (40°F-140°F) for more than 2 hours.

Bacteria like Salmonella, E.coli, and Campylobacter can double in number in as little as 20 minutes.

NO MORE ↓



YES! ↓



TOP 10

8. Proper serving practices (food safe handling)

- serving utensils & tongs,
- gloves with RTE foods



9. Extra training for staff (ServeSafe, FoodSafe)

- Food Handlers certificate
- Frame it, show commitment & pride

10. Spread folks out

- Two seatings to spread folks out 6' apart
- More dining spaces throughout the community
- Use lobby, activity room, hallways alcoves,
- Clean tablecloths



PLEXI-GLASS BARRIERS

Pros

- Folks are out of their room!
- Socialization

Cons

- Extra cleaning?
- Hear each other?
- Streaky?



Country Meadows Retirement Communities in Hershey, PA
(Source: SDA)

BOTTOM LINE

Do you have an
'Active Managerial Plan'
that you can clearly
communicate, and staff
can lean on?

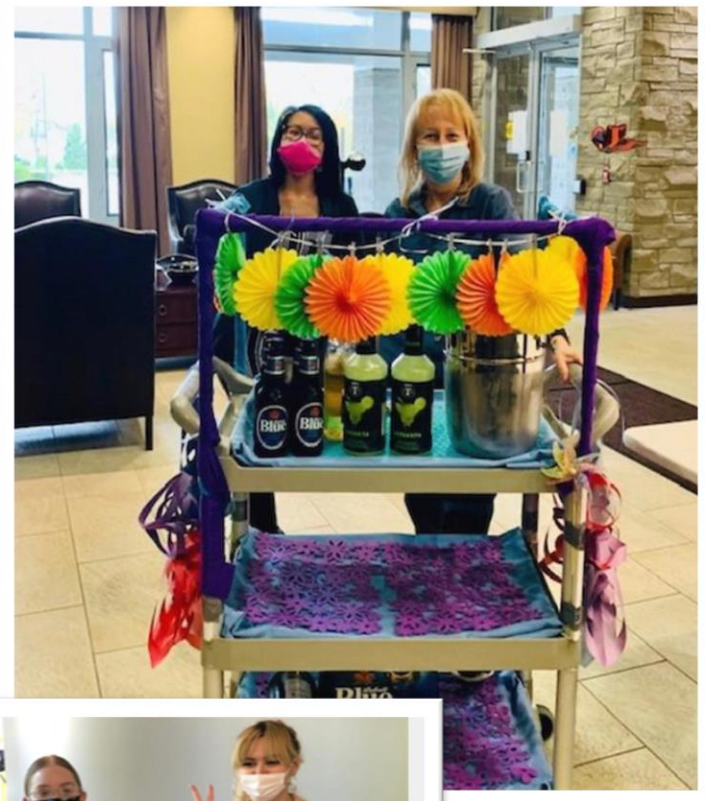


GO MOBILE!

Ideas on providing food excellence during COVID-19, in a safe way...

- Beverage carts
- Ice cream cart service
- Nourishment/snack service
- And yes....Meal service!





Source: LinkedIn posts

ICE CREAM CART IDEAS

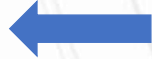


MOBILE MEAL SERVICE

- Bring the hot/cold choices to the residents (dining room, hallway)
- Lots of choice within set menu
- Greater flexibility
- Saves money, hotter food, better results!
- Waste reduction (**30-50%**)
- Major cost savings in less food waste (\$\$)

growing... (SuzyQ cart)

SuzyQ cart
(Regular size)



Mini SuzyQ





Down Hallways

Photo Credit: Forest Hill Rehab



In Dining Rooms

Photo Credit: Lakewood Care



In Hospice/Palliative Care

Photo Credit: Mission Hospital

**TN STATE HEALTH CARE ASSOCIATION INNOVATIVE AWARD:
“BUFFET DINING AT YOUR DOOR”**



Photo Credit: Lewis County Nursing & Rehab Center



Rockwood Retirement Communities

NEWS & TRENDS > SENIOR DINING

Cart-based meal service feeds and engages senior residents at Rockwood Retirement Communities

The meal carts make their rounds three times a day, stopping on every floor.

Mobile meal carts that incorporate hot food steam wells visit residents three times a day to serve meals at Rockwood Retirement Communities.

Mike Buzalka | May 29, 2020



Meal service at Rockwood Retirement

Two Senior Living examples in Food Management.com publication During COVID-19



Photos: Menno Place

NEWS & TRENDS > SENIOR DINING

Menno Place senior facility in Canada to start social-distanced communal meals

SuzyQ hot food carts on their way to serve a meal to seniors sheltering in their residences in Menno Place.

Menno Place will start bringing small groups of seniors to its dining rooms to share a meal once a week while sitting at separate tables.

Mike Buzalka | Jul 09, 2020



Like senior living facilities across both the United States and Canada, Menno Place in British Columbia has had to take drastic steps to keep its population of some 700 elderly residents safe from the coronavirus for the past five months. The





Balancing Safety vs Quality of Life Debate...It's Hard!

- Malnutrition
- Dehydration
- Weight Loss
- Loneliness
- Depression



- Keep COVID out
- Living at risk?
- No visitors/family
- Who's decision?

POSITION PAPER

Academy of Nutrition & Dietetics (April 2018)

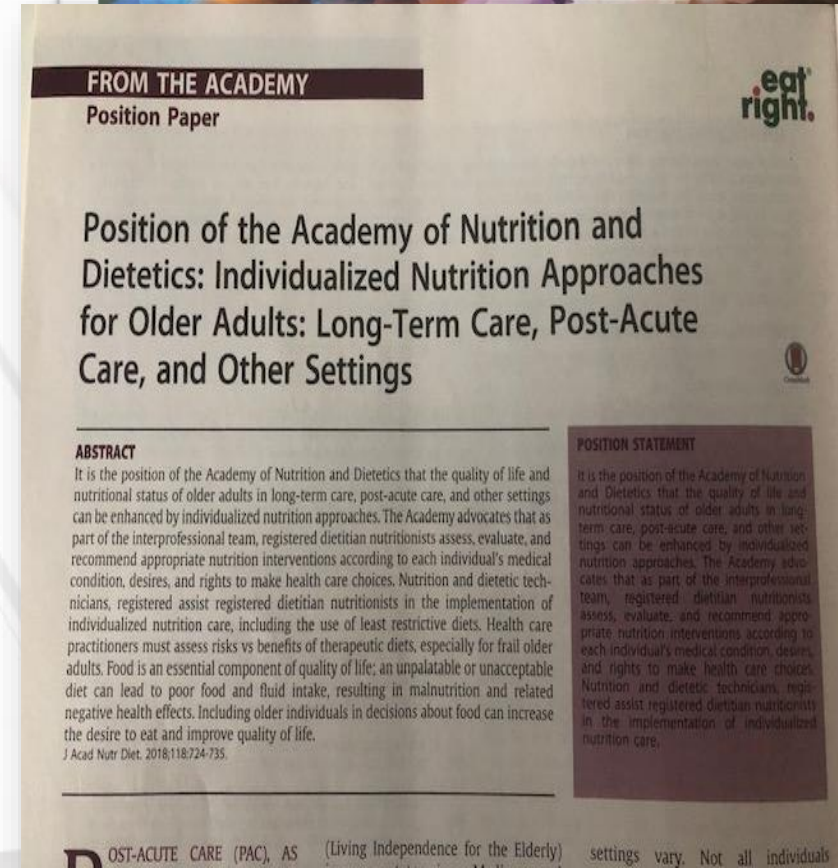
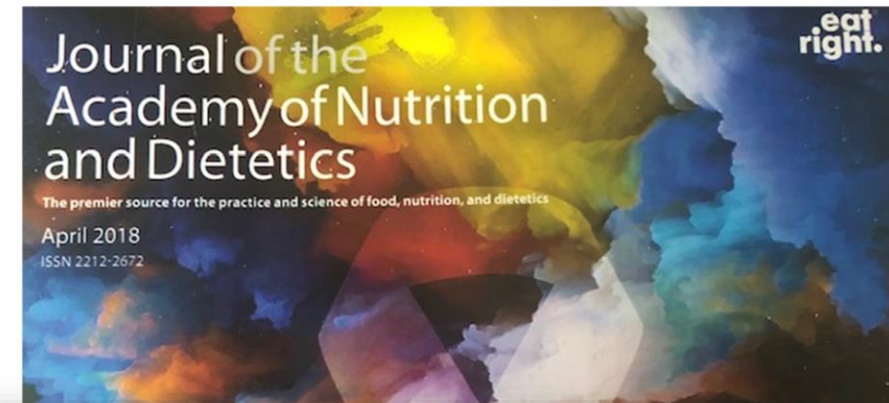
Care for older individuals must meet 2 goals;

- * maintenance of health
- * quality of life

“Position of AND that the quality of life and nutritional status of older adults in LTC, PAC and other settings can be enhanced by individualized nutrition approaches.

This includes the use of the least restrictive diet appropriate, particularly for older adults who choose to **make quality of life & their right to make choices in daily living a priority over improving their health or increasing their longevity**”

– *JAND, April 2018, pg 726*



THANK YOU!



It's a combination of lots of pieces that make the Food Safety puzzle work well.

Suzanne Quiring, RD
suzyq@hotfoodcart.com



Adapted from Wright M. & Leach P. (2013). Diagnosing And Improving Food Safety Culture In Food Businesses. Greenstreet Berman LTD.



NANCY LANE



Nancy is a Designer specializing in Visual Merchandising and Product Concepts and knows that a dining experience is about more than great food.

She has played a vital role in remodeling universities and K-12 dining facilities to enhance customer experiences, improve operational efficiencies, and increase revenue.

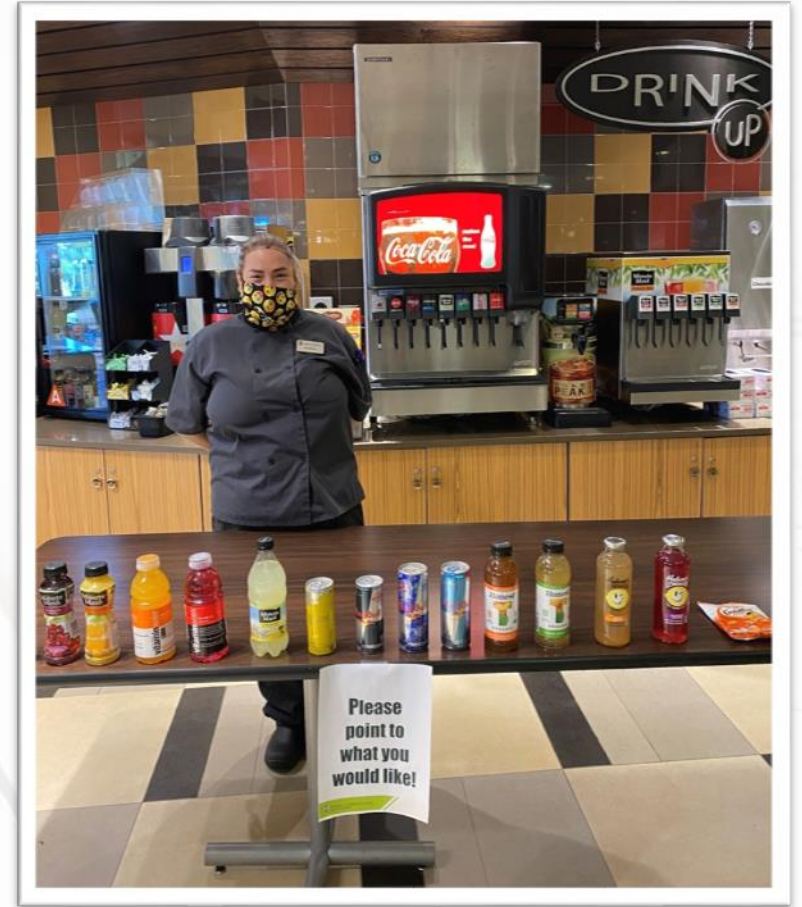
Ms. Lane is active with NACUFS and SNA by providing members with design consulting services and conducting educational presentations about visual merchandising. Also, she has served on the NACUFS Board of Directors, the Industry Advisory Council, and various other committees.

She is currently serving on the Industry Advisory Council for the School Nutrition Association (SNA).

GRAB & GO



GRAB & GO



PICK UP & ORDER AHEAD



MOBILE DELIVERY



MOBILE SANITIZATION



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www.elakesidefoodservice.com



www.alluserv.com



www.multiteriausa.com

Kevin Vigeant – Executive VP, Sales

Alluserv, Lakeside

kvigeant@alluserv.com

860.993.6724 or

800558-8565



THANK YOU!



DOWNLOADABLE COPY OF POWERPOINT SLIDESHOW, LINK TO AUDIO/VIDEO AND DOWNLOADABLE PARTICIPATION OF CERTIFICATION FOR 1 CEU WILL BE AVAILABLE ON THE ABOVE COMPANY WEBSITES.

USEFUL INFORMATION SOURCES

A brief synopsis of useful information sources*



White House & CDC

- Phased Guidelines
 - Drive-through, curbside take out, or delivery
 - Limited dine-in capacity
 - Increased dine-in capacity
- High Level and relevant to all industries
- Specific Guidelines for Certain Industries
- e.g. Grocery & Food Retail
- Assume Restaurants & Bars is coming



FDA

- Best Practices for Reopening
- Today, only covers Phase 1: Pick-up and Delivery; no guidance on Dine-in
- Defers to CDC where FDA & CDC may differ



Your State

- Laws & Regulations, specific to your state & state's timeline
- Also: Guidance; language may say "consider"
- Will cover Phase 2 reopening specifics (limited dine-in capacity)
- Will differ by state
- e.g. Mask-wearing laws
- e.g. Employee temperature- taking



National Restaurant Association

- Best Practices nationwide; template document to be modified per-state
- Links to CDC, FDA, State information (clearinghouse)
- Peer information sharing & guidance including implicit standards & lessons learned