



# The HUBERT® CHARGE Action Plan

Convenience, Health and Re-Energizing Guest Experience  
FOCUS: OPERATIONS

## Sharing Industry Successes

On the frontlines of the COVID-19 pandemic, healthcare workers have been under unbelievable pressure. And while healthcare providers are fighting the virus, your focus is keeping them fueled with healthy meals and great service.

We know you are unique and your challenges are different from other facilities, and it is our goal to use the information gained from our network of healthcare providers to help you gain insight into their successes. Our team of healthcare industry experts can help implement the program that is right for you.



### Finding new ways to serve hospital staff

If your hospital cafeteria has had to shift gears and provide mostly grab-and-go style meal service, these suggestions are for you.



### Staying safe while feeding patients

On the front lines of a pandemic many critical procedures have to be followed to ensure safety for patients and staff. Here are some of the products that have helped hospitals stay safe at mealtime.



### Reducing Mealtime Risk of Transmission in Senior Living

In many senior living facilities, the challenges around feeding the most vulnerable members of our society is a top priority. These solutions help provide safe methods for feeding residents.

# Finding New Ways to Serve Hospital Staff

Cafeteria service has changed fundamentally in hospitals. The elimination of salad bars and cook to order stations has become commonplace. In light of this a transition to a more robust grab-and-go experience has taken center stage. As grab-and-go becomes responsible for more and more of the operational income, these changes have helped many hospital cafeterias continue to provide excellent service.

## Following Social Distancing Guidelines

In order to properly follow social distancing guidelines the traditional model of hospital cafeteria service has had to evolve like never before. In many cases the dining area has been removed along with salad bars and cook-to-order stations. Fortunately, you may already have the key to overcoming these challenges.

Grab-and-go meals have been used in many hospital cafeterias, but with changes to safety protocols this method of food service has risen to a whole new level. Additional precautions have included Plexiglas dividers for cashier counters, and signage to remind customers about proper distancing.

## Limiting Surface Contact & Cleaning / Sanitizing

Cleaning and sanitizing protocols for hospital cafeterias are more stringent now than ever. Increased cleaning frequencies and a renewed attention to limiting points of contact have become major focal points. For many hospitals a switch to disposable trays and containers have helped, while others have chosen to focus more on cleaning more frequently.

For both approaches the benefits and challenges will vary. When deciding which approach is best for your cafeteria, these items can help you prepare for your plan.

## Menu Planning and Prep

A well planned menu has helped many in the healthcare food service industry to adjust to changes brought about by COVID-19. For some this has manifested in small to medium batch processes that will allow for quick prep, production, and presentation of menu items. By breaking down individual sections of your kitchen into areas that can be dedicated to individually packaging food, or for grilling sandwiches, you can regain efficiencies lost from having to add new safety processes.



**Clear Acrylic Counter Shields**  
SKU# 73686



**Crowd Control Stanchions**  
SKU# 57567



**Disposable Trays**  
SKU# 48897



**Innoseal Bag Sealer**  
SKU# 22489



**Conveyer Toaster**  
SKU# 76812

# Staying Safe While Feeding Patients

Delivering meals to patient rooms has become increasingly difficult. Many hospitals have benefited from dedicated meal delivery carts that do not leave high risk floors, rather than transporting them back to the kitchen after each service. These steps, when combined with increased cleaning procedures, have had a positive impact on limiting the possible spread of pathogens.

## Transporting Food From the Kitchen

Transporting Food From the Kitchen Any time objects are moved in and out of high risk areas, there is a potential that pathogens be spread. In many hospitals, this has presented specific challenges when attempting to provide meals to patients.

In some cases, a whole new meal delivery protocol had to be implemented. One popular approach has been to dedicate meal carts to specific areas that could be classified as high-risk environments. This way the food from the kitchen only has to be taken to one area to be offloaded. From there the dedicated carts can be taken to individual rooms. In other areas cart covers have been used to help reduce the possibility of cross-contamination.

## Cleaning & Sanitizing

Cleaning and sanitizing procedures are nothing new to hospitals, and certainly not for equipment, trays, plates and other items that may have been in a contagion-rich environment. But, there are always opportunities to improve upon safety and efficiency. To help address these challenges, it is helpful to break your cleaning requirements into two categories: small areas, and large areas. From there finding the most effective solution for each is made much easier.

## Protection for Staff

Nothing tells your staff that you care about their safety more than making sure they are protected. Wearing protective equipment isn't new but when delivering meals in high-risk areas of a hospital, taking extra precautions just makes sense. As demand has risen for hospital protective equipment, a new emphasis on building up stock of critical items has come to the forefront. Now is a great time to build your stock levels.



**Cambro Meal Cart**  
SKU# 13736



**Disposable Containers**  
SKU# 15687



**Pump Backpack Sprayer**  
SKU# 60304



**Isolation Gowns**  
SKU# 18477



**Blue Nitrile Disposable Gloves**  
SKU# 10487



## Reducing Mealtime Risk of Transmission in Senior Living

For senior living facilities, similar risks and challenges exist as many of those in other healthcare facilities. Serving the people in the highest risk category requires an increased focus on following safety protocols when delivering food to residents.

### Maintaining Social Distancing with Meal Delivery to Rooms

Perhaps no one has been hit harder than senior living facilities. Aside from the fact that they care for the most susceptible population, rethinking socialization activities, mealtime, and everyday interactions has been critical to maintaining a healthy environment. In many cases the need for residents to eat meals in their own rooms has become standard practice.

### Cleaning & Sanitizing

Maintaining a clean environment is the best way to ensure that diseases aren't transferred among senior living residents. To do this effectively, it is important to make sure that everyone buys-in on the need for sanitizing protocols. Additionally, making sure that everyone has access to sanitizing wipes and hand sanitizers, will also make a tremendous impact on halting the spread of diseases like COVID-19.

### Protection for Staff

Nothing tells your staff that you care about their safety more than making sure they are protected. Wearing protective equipment isn't new but when delivering meals in senior living facilities, taking extra precautions just makes sense. Now is a great time to build your stock levels.



**Cambro Meal Cart**  
SKU# 13736



**Sanitizing Wipes**  
SKU# 31924



**Floor Stand Touchless Dispensers**  
SKU# 35043



**Isolation Gowns**  
SKU# 18477



**Blue Nitrile Disposable Gloves**  
SKU# 10487