

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Managing existing staff/resources

Solution:

Outsourcing meal preparation

- This freed up staff to fulfill their primary responsibilities

Steps to Implement:

1. Reached out to a *Meals On Wheels* who does high volume order, can accommodate special diets and offer nutritious meals
 - The flash frozen soups and comfort food are easy to prepare for people using services (microwave or oven heated)
2. Purchased large freezers and turned the Day Program area into a hub for meal distribution.
3. When a home went/goes into outbreak, meals are offered as part of the Covid response.

Results

- How effective was this?
 - Very. Reena keeps 200-500 meals on hand and they get distributed quickly. It was found to be so effective in freeing up staff to fulfill their primary duties, that it is now offered to homes not in outbreak.
- Was this efficient? Was it quick to implement?
 - Reduces staff component of having to cook. Great, especially if short on staff
- Would you recommend this to other agencies?
 - Yes

Additional Considerations:

- Storage of meals – freezers at distribution hub (keep on hand 200-500 meals)
- Special diet/restrictive diet providers
- Can be covered by Covid Relief Fund

Lessons learned:

- Cooking during outbreak can be a risky activity. Hard to wear PPE properly and have found people let their guard down in kitchen, which can easily lead to cross-infection
- Saves time and reduces risk. Allows staff to conduct essential work

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