



THE UNIDINE EMERGENCY PREPAREDNESS PLAN

UPDATED IN MARCH, 2020

(For Internal Use Only)

~ Confidential and Proprietary ~



Table of Contents

Overview and Emergency Call List	page 3
Department Access in Emergency Situations	page 3
The Emergency Preparedness Plan	Page 4
Procedures	page 4
Staff Contingency Plan	page 4
Unidine Emergency Preparedness Food Service Plan	page 6
Menu Planning	page 6
Stockpile List	page 6
7 Day Food Supply	page 6
Paper Goods	page 7
Sample Menu – Safe Water Supply	page 7
Sample Menu – Unsafe Water Supply	page 7
Sample Emergency Disaster 3 Day Menu	page 8
Quick View Special Diet Conversions	page 9
Water	page 9
Table of Chlorine Solution for Disinfecting Water	page 9
Stocked Emergency Water Supply Par Levels	page 9
Food Service Management	page 10
Team Training	page 10
Sanitation & Waste Disposal	page 10
Hand Washing	page 10
Supply Ordering	page 11
Emergency Equipment	page 11
Utilities	page 11
Miscellaneous Supplies	page 11
Pandemic Management Policy (Compass, Unidine)	page 12
Team Emergency Contact List	page 13
Client Emergency Disaster Plan	page 14
Important Crisis Management Information	page 15
Acknowledgement	page 16



<Insert Facility Name Here>

I. Unidine Emergency Preparedness Plan Call List Overview

In the event of a disaster (for example, a serious virus outbreak like COVID-19, a tornado, hurricane) a representative of **<FACILITY NAME HERE>** will initiate an Emergency Preparedness Alert. This representative will contact the Dining Services Director, or if unable to reach will contact the next individual on the call list. A description of the disaster along with any other important facts should be communicated at this time. Any pertinent information as related to the facility (i.e. closed roads etc.) should be identified and communicated at this time if applicable.

1st Call	
District Manager/RDO: <NAME>	DSD/GM: <NAME>
(xxx) xxx-xxxx	(xxx) xxx-xxxx
Email address	Email address
2nd Call	3rd Call
Executive Chef: <NAME>	TITLE: <Name> (please input next level manager/supv)
(xxx) xxx-xxxx	(xxx) xxx-xxxx
Email address	Email address
4th Call:	
Cooks, Diet Aides, Servers, Utility Workers	SEE EMERGENCY CONTACT LIST

A. Department Access In Emergency Situations

A set of keys is located in **<ADD DESIGNATED AREA HERE>** in the event of an off-shift emergency or the first responder to disaster is non-Unidine personnel. The following access keys will be available for the Dining Department:

- a. **<CUSTOMIZE HERE>** - sample list below for your location
- b. Main Kitchen Door
- c. Food Storage & Dry/paper Storage
- d. Walk in refrigerator / freezer
- e. Double reach in refrigerators



<Facility Name Here>

I. Unidine Emergency Preparedness Food Service Plan

Effective Date: March 4, 2020

Date of Review: <ADD DATE HERE>

Reviewed By: <Add NAME HERE>

Approved By: <Add NAME HERE>

Policy Name: Unidine Emergency Preparedness Plan

A. Procedures

- a. After customizing this Emergency Preparedness Plan for your location, place it in a red binder
- b. This Unidine Emergency Preparedness Plan is documented and included in the Policy and Procedure Manual. (verify with Michelle)
- c. The Unidine Emergency Preparedness Plan includes:
 - A system of notifying and assigning personnel
 - Identification of the source of a potable water supply.
 - Menu plans for one week for each of the following sets of contingencies.
 - Safe water, improvised cooking facilities, no refrigeration.
 - No safe water, no cooking facilities, no refrigeration
- d. The Unidine Emergency Preparedness Plan is available for ready reference by personnel
- e. Unidine Food & Dining Management team members receive orientation and in-service training in disaster procedures

B. Staff Contingency Plan

a. Critical Operation Points (COPs):

Unidine's Food & Dining Management Department at <FACILITY NAME HERE> has established the following as the COPs necessary for the continuity of operations for the department when faced with an emergency or natural disaster. This information shall be on file and accessible by appropriate staff. The Food & Dining Management Department at <FACILITY> has the responsibility to continue to provide our residents with food, nutrition, and hydration under any and all circumstances, such as a pandemic, which may result in staff shortages.

- b. A 40% reduction in staff would require immediate implementation of our Emergency Preparedness Food Service Plan (refer to Food Service Plan). The Plan may be modified to include limited hot meal service, but in the event of continued staff reductions due to inability to travel to the account location or due to personal illness as a result of a flu outbreak, we may be required to implement our complete Food Service Plan with only cold meal service available.



We would immediately go to all meals served on paper disposables to eliminate the need for dish washing personnel. The dining staff essential for continuing operations with any hot meal service will be one manager, two cooks, one prep cook, and six dietary aids. This will be the minimum required work force to continue these operations.

- c. With a 60% reduction in work force we would continue with the complete disaster feeding plan with no possibility of hot meal food service. The dining staff essential for continuing these operations would be two cooks, and four aids.
- d. The Dining Services Director (DSD) or General Manager (GM) will continue to be responsible for all operations of the department unless he/she is also incapacitated. In this event the following chain-of-command will be implemented, under the remote leadership and direction of their District Manager/RDO and Regional Vice President:
 - Chef Managers or Executive Chefs
 - Certified Dietary Manager (CDM)
 - Cook/Supervisor
- e. Prep Cook(s) have also received proper training to accept partial responsibility for the department. These duties will include but are not limited to scheduling appropriate personnel, menu planning and implementation, menu preparation regardless of menu cycle or disaster feeding plan, and only state required documentation (temps etc).
- f. Diet Aides will continue to function in their normal capacity with all job related duties remaining the same. The DSD, Executive Chef, Chef Manager(s), CDM or Cook(s) will reserve the right to reassign job duties to all Diet Aides as circumstances change and or responsibilities dictate.
- g. Managers or Cooks will identify all potential health and safety concerns regarding safe food handling and serving. All Unidine team members have received in-service training regarding all aspects of safe food handling and service. The DSD/GM has in-service documentation on file regarding proper training and procedures for all staff. All required state documentation will be kept and recorded in accordance with all current dietary policies as normal no matter the size of staff reduction.
- h. <FACILITY NAME> may request the assistance of our Unidine Management Team to assist in day-to-day operations, if possible. We may also request the assistance of temporary help from our food service contractor <TEMP AGENCY NAME>.
- i. In the event members of our Food & Fining Management team are incapacitated, the Facility Administrator or designee will secure staff from their available work force and assign them to assist in food preparation and services. The Facility Administrator or designee will follow standards, procedures and policies established in the event of a disaster or pandemic.



II. Unidine Emergency Preparedness Food Service Plan

A. Menu Planning

To the extent possible when faced with an emergency/disaster, the nutritional needs of the residents and the community will be considered.

Menus will be suitable for all ages and the Unidine Food & Dining Management Department will continue to accommodate all residents' special dietary needs as able to do so (e.g. NAS, Diabetic, Renal). For further explanation, please refer to the Sample Disaster Menu Special Diet Conversion.

Meals will be prepared from existing perishable stock until this is no longer possible, including all inventories in the walk-in refrigerator and freezer, and separate refrigeration units within the department and facility. Meals will then be prepared from existing dry storage supplies until this is no longer possible. We will then use our supply of Emergency Disaster Food.

Any foods used from the disaster storage will be replaced with fresh stock from our preferred suppliers upon the first available delivery to the facility.

B. Stockpile List

Items part of our "on hand" inventory (2+ weeks) will be utilized first. This inventory has paper supplies, refrigerator and freezer foods. These items also include extensive dry and canned goods for use. Additionally, we have stock of emergency supplies that can/will also be utilized to fulfill menu needs. These items are rotated at regular intervals.

The following will be kept on hand for a 7 day supply of food and liquids. This recommended stockpile list is for a population of 140 residents/patients; **please customize based on your unit's population**. The list includes an additional 1 week of staples and 48 hours of perishables beyond the "on hand" inventory.

C. 7 Day Food and Liquids Supply

- a. 1 case of tomato juice, #5 cans
- b. 2 cases of fruit juice, #5 cans
- c. 3 cases canned fruit, #10 cans (juice from fruit may be used as extra liquid, if necessary)
- d. 2 cases canned tuna fish, 5 pound cans
- e. 1 case beef stew, #10 cans
- f. 2 cases canned vegetables, #10 cans
- g. 1 case evaporated milk
- h. 2 cases dry cereal, (100 per case)
- i. 1 case instant hot cereal, (24 boxes)
- j. 2 cases canned soup, #5 cans
- k. 1 case assorted crackers, (500pk per case)
- l. 2 cases peanut butter, #5 tubs
- m. 2 cases canned pudding, #10 cans
- n. 1 cases instant coffee packs, (1000 per case)
- o. 2 cases baked beans
- p. 1 case each of salt, pepper, sugar, sugar sub (1000pk each case)
- q. 1 50# bag of powdered milk
- r. 1 case canned meat ravioli in sauce



- s. 6 cases of canned (#303) assorted pureed meats (chicken, turkey and beef)
- t. 3 cases of canned (#303) assorted pureed vegetables

D. Paper Goods

The following will be also be kept in stock:

- a. 2 cases 9 inch plate (2000)
- b. 2 cases 6 inch plates (2000)
- c. 2 cases hot or cold styro cup (2000)
- d. 2 cases paper tray (1000)
- e. 2 cases each of plastic knives, spoons, forks, (2000 each)
- f. 2 cases napkins (4000)
- g. 2 cases large trash bags (200)
- h. Individual liquid hand sanitizer pumps (when water is not available) - *these can be obtained from maintenance as needed*

E. SAMPLE MENU (with safe water and improvised or existing cooking facilities)

a. Breakfast

- Blended fruit juice
- Dry cereal and hot cereal
- Hot tea or coffee or cocoa

b. Lunch and Dinner

- Hot canned soup or canned stew or canned ham or canned meats.
- Canned vegetables
- Bread with jelly or peanut butter
- Packaged crackers and or cookies
- Canned fruits and or canned pudding
- Hot tea or coffee

F. SAMPLE MENU (In the event we had no safe water, no refrigeration and/or no cooking facilities)

a. Breakfast

- Canned juice
- Dry cereal with evaporated milk

b. Lunch & Dinner

- Canned meat and fish prepared cold salad style, served in sandwiches
- Canned fruits
- Canned pudding
- Assorted crackers and cookies
- Evaporated milk with chocolate syrup
- Fruit juice or carbonated beverages



G. SAMPLE EMERGENCY/DISASTER MENU*

Menus are planned for a 3-day cycle. This is a guideline for emergency/disaster menu planning, and should be utilized after all perishable foods have been depleted.

* During an emergency/disaster situation, diets should be liberalized as much as possible.

DAY ONE	DAY TWO	DAY THREE
<u>BREAKFAST</u>	<u>BREAKFAST</u>	<u>BREAKFAST</u>
½ Juice or Fresh Fruit ¾ c Cold/Hot Cereal 2 Tbsp. Peanut butter/Bread 8 oz Milk 8 oz Beverage (optional)	½ c Juice or Fresh Fruit ¾ c Cold/Hot Cereal 1 ea Coffee Cake or muffin 8 oz Milk 8 oz Beverage, (optional)	½ c Juice or fresh fruit ¾ c Cold/Hot Cereal 2 Tbsp. Peanut butter/Bread 8 oz Milk 8 oz Beverage, (optional)
<u>LUNCH</u>	<u>LUNCH</u>	<u>LUNCH</u>
1 each Tuna Sandwich ½ C Tomato Soup ½ c Green Salad/Dressing (optional) ½ c Peaches 2 each Cookies 8 oz Beverage	1 c Raviolis, meat ½ c Green Beans ½ c Applesauce or Fresh Fruit ½ c Vanilla Pudding 1 ea Bread Slice (optional) 8 oz Beverage	1 ea Peanut Butter/Jelly Sandwich ½ c Tomato Juice ½ c Fruit Cocktail 8 oz Beverage
<u>DINNER</u>	<u>DINNER</u>	<u>DINNER</u>
8 oz Beef Stew or Cheese sandwich ½ c Three Bean Salad ½ c Pears 8 oz Milk	1 each Chicken Salad Sandwich ½ c Mandarin Oranges 2 each Sugar Cookies 8 oz Milk	1 c Pork and Beans ½ c Sliced Carrots ½ c Chocolate Pudding 1 slice Bread/Margarine 8 oz Milk
<u>SNACK*</u>	<u>SNACK*</u>	<u>SNACK*</u>
4 oz Punch or Juice 1 pkg. Graham Crackers or 2 each Cookies 4 oz Milk or supplement	4 oz Punch or Juice 1 pkg. Graham Crackers or 2 each Cookies 4 oz Milk or supplement	4 oz Punch or Juice 1 pkg. Graham Crackers or 2 each Cookies 4 oz Milk or supplement

(*) Snack options may vary based on availability and on-hand product



H. Quick View Special Diet Conversion

- a. **Puree:** Provide Pureed Foods (I.e. Puree chicken with mayo, Puree beef on Slurry bread)
- b. **Ground/Mechanically altered:** Provide soft foods that can be chewed or spread easily
- c. **Sodium Restricted Diets:** Remove all salt packets
- d. **Diabetics:** Provide sugar substitute & Sugar Free or low sugar food when available
- e. **Renal:** No added salt, no prunes, prune or orange juice, potatoes or banana's. Limit Milk ½ Cup

I. Water

The following amounts are based on the current census number of 140 residents:

- a. The facility will keep on hand at all times 64 oz of water per resident (per FEMA recommendations) or 80 gallons total to accommodate the hydration needs of the residents for a 24 hour period.
- b. The additional fluids required will be obtained through meal service periods and med passes.
- c. This also factors in provisions for cooking and staff potable water (*refer to procedures for Stocked Emergency Water Supply Par Levels below and Compass Water Supply guideline*)
- d. Water may also be disinfected by boiling, chlorination, iodization, or using purification tables

J. Table of Chlorine Solution for Disinfecting Water:

Quantity of Water	Clear Water	Cloudy Water
1 gallon	2 - 3 drops	5 drops
3 gallon	10 drops	20 drops
5 gallons	½ teaspoon	1 teaspoon

- a. Add chlorine solution to water stir and let stand for 30 minutes
- b. If the smell of chlorine in the water has disappeared after 30 minutes, the water should still be considered unsafe to drink
- c. More chlorine should be added to the water and stirred
- d. Wait 30 more minutes
- e. The water may taste of chlorine but it is not harmful

K. Stocked Emergency Water Supply Par Levels (*Based on a census number of 140 residents*)

- a. The Unidine Food & Dining Management Department bi-annually stocks and rotates its Emergency Water Supply. This supply is based on the required hydration needs of our residents for a 24 hour period. Please refer to the Bottled Water Supply Guidelines for Emergency Preparedness document
- b. FEMA recommends 64 oz of water per resident for a 24 hour period. The facility has on hand a minimum of 80 gallons of fresh bottled potable water at all times. This is above the recommended amount and has been increased to be included for use in emergency cooking water and staff potable water needs



- c. This supply is located in <INSERT ROOM NAME> Room and is easily accessible by staff at any time of the day or night, and can be obtained by the nursing management staff during off-hours.
- d. The Unidine Food & Dining Management Department also has a yearly water contract with <INSERT CONTRACTOR NAME HERE> to obtain emergency water when needed, and this can be delivered by contacting <INSERT CONTRACTOR NAME HERE>.
- e. Please refer to the contract in disaster plan - in most cases <INSERT CONTRACTOR NAME HERE> can deliver needed water within the same business day.
- f. <INSERT FACILITY NAME HERE> also has an additional <INSERT # OF GALLONS HERE> gallon capacity reserve water tank to use during emergency water needs.

L. Food Service Management

The facility uses a centralized food service model, which will remain in effect during an emergency/disaster. Residents will continue to eat in the current unit-based dining model. Current kitchen equipment and utensils are sufficient for feeding increased numbers of people, if needed.

M. Food & Dining Management Team Training

All Unidine team members have received in-service training on Emergency Preparedness. Cooks are trained to prepare meals from the disaster menu and to supervise the Dietary Aids during such an event if Supervisors and the DSD are not available.

N. Sanitation and Waste Disposal

- a. All trash will be disposed of in large plastic bags and brought to proper receptacles
- b. All cooking utensils will be immersed and washed in clean soapy water for at least 30 seconds
- c. All cooking utensils will then be rinsed and immersed in a sanitizing solution for at least one minute before being allowed to air dry completely
- d. All resident and staff meals will be served on paper products and disposed of accordingly

O. Hand Washing

During an emergency, finding running water may be difficult. However, keeping your hands clean helps you avoid getting sick. It is best to wash your hands with soap and warm water for 10-15 seconds. However, when water is not available we would use an alcohol-based hand sanitizer products made for washing hands.

Using alcohol-based hand sanitizers:

- a. Apply product to the palm of one hand
- b. Rub hands together
- c. Rub product over all surfaces of hands and fingers until dry
- d. Emergency supply of hand sanitizer pumps are stored with the non food disaster supplies. These can be put through out the department for use when water supply is disrupted.

Note: the volume of product needed to reduce/eliminate germs on hands will vary by product



P. Supply Ordering

You should already have an approved, comprehensive vendor list for your location. Add your unit's vendor to this Emergency Preparedness Plan or itemize your vendors and contact information in the box below:

VENDOR	PHONE NUMBER	SERVICE PROVIDED

<Download your Broadliner's Disaster Plan posted on the MyUnidine Emergency Preparedness Page.>

Q. Emergency Equipment

All kitchen equipment can be run on emergency generator power. Gas fired equipment should be largely unaffected.

R. Utilities

- a. Through discussion with your Client, determine the availability of auxiliary power for safe and sanitary storage of provisions. Determine if water, gas, lighting etc., will be available in an emergency, and what equipment will be usable
- b. Determine where the red plugs are for power when the emergency generator is in use

S. Miscellaneous Supplies

Maintain on hand:

- a. Flashlights and battery operated lanterns (check periodically for functional adequacy)
- b. Flashlight and lantern batteries
- c. Water chlorination test kit
- d. Sterno (must be stored in a metal, locked fireproof box/cabinet)
- e. Disposable chafing dish insert pans



V. Client Facility/Community Wide Disaster Plan

<INSERT FACILITY'S POLICIEIS AND PROCEDURES HERE>



VI. Important Crisis Management Contact Information

1. Call 9-1-1 for emergency aid, if needed
2. Call your Supervisor/Manager
3. Call Compass Group Crisis Management Hotline 1 - 877 - 710 - 6291
4. Foodbuy BuySmart 1 - 877 - 499 - 3663
5. Compass Group HR Service Center 1 - 877 - 311 - 4747
6. Gallagher Bassett (for insurance claims) 1 - 888 - 678 - 1774
7. Employee Assistance Program 1 - 888 - 799 - 2728

Local Fire Department

Local Security

Local Police Department

Unit Manager/Director

District Manager/RDO

Local Red Cross

VII. Acknowledgements



I hereby attest to following that the policies and procedures above, in accordance to both the Unidine Emergency Preparedness Plan and <INSERT CLIENT NAME HERE> Disaster Plan have been reviewed with Unidine Team Members and inventory supplies are on-hand and/or have been ordered.

Required Signatures

Name and Title: _____

Signature of Director, Dining Services or Designee: _____

Date: _____