

HEALTHCARE FOODSERVICE NEWS

Volume 6, 2020

For Healthcare Foodservice Professionals

*Equipment, Supplies, and
Industry Insights*

*Trends and Challenges in
Foodservice Operations*

*Adapting to the Changes in
Healthcare Foodservice
Following COVID-19*

*Safety Checklist and
Industry Resources*



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*To All Healthcare Professionals,
Thank you! You are the heroes that stood on the front line of the COVID-19 pandemic.
Your passion, empathy, and dedication to our health and wellness will never be forgotten.*

As visitor restrictions lighten in the days ahead and more healthcare professionals come back to work for non-essential procedures, the foodservice demand will increase.

Concerns to keep everyone safe during these times can be overwhelming. You may want to consider the following trends being implemented in hospitals and assisted living facilities.

Multiple hot and cold food carts in multiple places in the cafeteria and common areas to minimize long lines.

Strategically located countertop to-go equipment stocked with hot and cold pre-packaged food options.

Create a food ordering APP for smart phones to minimize or eliminate computer kiosks for food ordering. This could stop the spread of germs that come from multiple people touching the computer screen.



Minimize self-serve buffet lines and salad bars and replace with full service from a foodservice professional.

Display multiple signs reminding diners of social distancing and hand sanitizing.

Position directive mats on the floor, showing the distance that should be observed between people.

This flyer is packed with equipment, supplies, and resources that provide solutions to the challenges you are facing. If you don't see what you need in this flyer, give us a call. Your success and safety is our top priority.



Add our industry-compliant, no-contact 4DET-306 infrared forehead thermometer as part of your employee safety program. This thermometer can quickly and easily measure and display people's body temperature by detecting the intensity of infrared light emitted from the forehead.

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STAY SAFE!

The Center for Disease Control put together these guideline requirements to ensure your safety. Make sure you have these things in place.

Dedicated staff to evaluate healthcare workers before their shift (active) or respond and monitor healthcare worker reports.

Physical area for staff evaluations that will allow recommended social distancing (i.e., at least one-meter) and includes adequate hand hygiene stations (soap and running water or alcohol-based hand rub)

No touch thermometers

Implementation plan that includes a method to ensure that staff are present at a given place for pre-shift evaluation

Accountability system to ensure all healthcare workers have been evaluated (e.g., work slip sign off)

What does Antimicrobial mean?

It means the ability to destroy bacteria, mildew and molds — dangerous enemies to the kitchen.

What does All-Natural Antimicrobial mean?

Chemical or man-made antimicrobials generally interact with only one specific site on a microbe. The natural antimicrobial compound attacks multiple targets on the microbe, which prevents cell reproduction, obstructs cell respiration, and starves the bacteria. Positive ions present in moisture exchange with silver or zinc ions on the zeolite. The exchanged ions are now available to control microbial growth. Silver and zinc are natural, environmentally friendly and proven completely safe for food contact. They have no toxic effects on people, but are very effective in combating a broad spectrum of bacteria. Vollrath uses all-natural antimicrobial to help create a clean, antimicrobial environment. Silver and zinc ions naturally and continuously fight the growth of microbes every time a Vollrath utensil handle is touched or comes in contact with moisture. Each time it happens, the ions become active and go to work destroying microbes — preventing them from growing into a dangerous population.

Source: Vollrath

ALL-NATURAL ANTIMICROBIAL UTENSILS



Vollrath offers many serving utensils that have silver or zinc ions built right into the handles. This all-natural antimicrobial solution helps you meet and exceed safety standards for your kitchen.

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COVID-19 SOLUTIONS

Healthcare foodservice professionals are working harder than ever to keep their staff and patients safely fed while keeping their working environments safe, clean and sanitary. With Hatco's wide array of to-go equipment, cashier shields and water heating solutions you can have peace-of-mind you are doing everything you can to get the job done.

To-Go Solutions



Hatco's carry-out and to-go equipment options will keep food hot, safe and ready to feed your busy staff.



Sanitation Solutions



Hatco's line of Water Heaters deliver hot water for any of your foodservice operation's needs, including cleaning, sanitizing and food preparation.



Safety Solutions



Hatco's Cashier Shields act as a physical barrier that can limit the passing of contagions at customer interaction points and keep your employees safe.



Call today to learn how Hatco's COVID-19 Solutions can help keep your staff and facilities safe!

How Can Your Healthcare Operation Adapt to the Elimination of Communal Dining?

After years of emphasizing the importance of social interaction in communal dining, the recent COVID-19 pandemic has led the Centers for Medicare & Medicaid Services to recommend healthcare facilities eliminate communal dining. As a result, healthcare foodservice operators are having to quickly adapt to a new way of serving residents. In-room dining may not be the type of service most facilities are used to doing and the transition might feel uncomfortable. By using the right equipment, you can quickly get back on track. We rounded up the best products for in-room dining and the safest ways to complete service depending on the type of facility you are operating.

Assisted Living

Residents are likely used to coming down to the dining room to be served a pre-prepared or limited cook-to-order menu during mealtimes. Transform your operation to in-room dining by emulating the idea of delivery. If you typically have a cook-to-order format, provide single use menus to your residents each morning to allow them to send in their orders ahead of time.

Prepare meals in the kitchen as you usually would, but instead of plating, package meals in single use containers and place inside an insulated transport unit. Polypropylene GoBoxes are lightweight and temperature retentive for at least four hours. Staff can easily load and carry the meals to each room for quick and easy distribution. When it's time to clean-up, reduce face-to-face contact by asking residents to place their trash outside of their rooms. Staff members, donned with gloves and masks, can pick up trash safely. This method also ensures residents are eating out of containers that haven't been used by anyone else previously.



Long-Term Care/Skilled Nursing Home

It wasn't too long ago that long-term care facilities solely delivered meals to residents in their rooms. Since then, many facilities have transitioned to communal dining, with a small number of residents still receiving their meals in their rooms. Since most long-term care facilities were initially designed to support a hospital-style tray line, it is possible to switch gears without difficulty when supported by the right products. Although it may seem daunting to go from using 10 to 15 trays to potentially 300, we outline what you need for success to make the change easier.

Essential Products:

Healthcare Trays: Choose trays with a non-skid surface for maximum efficiency, safety, money-saving and decreased waste. Designed with safety and style in mind, non-skid trays are made with a non-slip surface that will not wear out or wash off. Drinks and meals are protected during transport, removing the need for costly tray mats that end up in the trash.



Heat Insulating System:

Residents likely understand the reason their meal service method has changed, but they won't be as accepting of unintentionally cold food. Extend hot temperature holding time by at least 20 minutes and maintain food quality by using an insulated base system, comprised of an air void insulated base and insulated dome.

This type of system is ideal for short distance deliveries and works especially well when used in conjunction with a hot plate. A good plate heater is a low-profile ergonomic design unit that features two self-leveling plate dispensers equipped to hold a total of 100 ceramic plates. The Camtherm Plate Heater features independent temperature control for each silo, providing energy savings and reliable, even heating throughout the unit.

Tray-Top Insulated Mugs and Bowls: Insulated mugs and bowls with plastic tumblers topped with single use lids, keep drinks and sides safe and at the right temperature. Adding single use lids on mugs and tumblers adds an extra barrier against the spread of bacteria from drinking surfaces. Elevate the look of your tray top presentation by choosing a bright white collection, designed to look like ceramic, that is chip and break resistant while giving residents a more formal feel.

Meal Delivery Carts: If your operation has a small number of meal delivery carts that are typically used to serve a small number of residents, utilize them efficiently by staggering mealtimes. If your operation doesn't have enough meal delivery carts to successfully execute service, there are many choices of tray delivery carts with capacities from 10 – 30 trays to help get the job done. Good meal delivery carts are quiet, easy to maneuver and help maintain the quality and temperature of residents' food during transport.

The changes to the healthcare market since the beginning of the COVID pandemic has forced everyone in the industry to find creative solutions from existing products to help them adapt to a quickly changing marketplace. If you clearly identify your pain points and discuss them with your equipment and supply consultant, you can turn these issues into opportunities and solutions.

Article provided by foodservice expert, Stuart Sharp, Vice President of Strategic Sales & Marketing, Cambro Manufacturing



The Patient Tray Reimagined

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Charcoal
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CODE	DIMENSIONS
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1418DCET	14" x 18"
1520DCET	15" x 20"

Case Pack: 12



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CODE	DESCRIPTION	DIMENSIONS (W x D x H)
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ACU1826L	Left door swing	32" x 37½" x 78¾"
ACU1826RS	Right sliding door	32" x 37½" x 78¾"
ACU1826LS	Left sliding door	32" x 37½" x 78¾"

Color: Stainless (000).
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Continental
Refrigerator

It's a good idea to have a checklist on hand as you gear up for increased traffic.

Are high-touch areas and equipment cleaned and disinfected (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks, and grocery cart handles)?

Are sufficient stocks of single-service and single-use articles available (e.g. tableware, carryout utensils, bread wrappers, and plastic wrap)? If not, ensure all reusable foodservice items are handled with gloves and washed with dish soap and hot water or in a dishwasher.

Click the link below for a complete checklist for every area of your operation, provided by the Food & Drug Administration

FDA CHECKLIST

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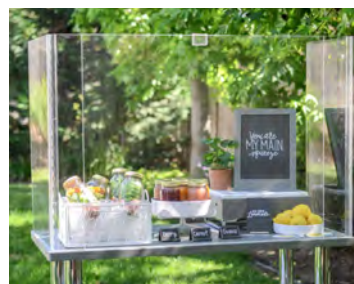
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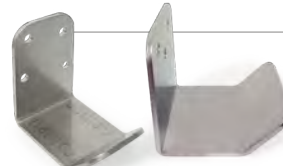
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Equipment Solutions to Consider in Healthcare Foodservice During the Age of COVID

Healthcare foodservice operations are multifaceted and complex. When you think about the different types of service required, it's easy to understand why foodservice equipment needs to be dynamic, durable, and versatile in order to achieve operational objectives. When you consider the coronavirus and resulting COVID-19, those operations are even more complex.

In general, there are two types of operations, and within those operations, there are two types of service. There are additions, for sure, but as a rule of thumb, healthcare foodservice falls in either inpatient or out-patient applications. Within those applications, it's either in-room dining for patients or residents, along with outside-the-room dining for medical staff and guests.

Let's take a quick look at how COVID is impacting these distinct areas of healthcare foodservice.

As we look at inpatient care in the age of COVID, one of the hardest-hit segments of healthcare is, without a doubt, senior care and long term communities. This is due, in large part, because of age and compromising health conditions of residents.

Serving meals has largely gone directly to the residents' rooms, as congregating in a dining room is much too dangerous for these populations. This, in turn, puts quality in jeopardy. Food must obviously be delivered safely, but the more time that elapses between the back-of-the-house and the bedside, the greater the chances food will lose heat, retain too much moisture, or even become unsafe.

There can be many solutions to these challenges. First is ensuring that plate warmers on the line are working properly and plates are the right temps. Plates should be between 140-190 degrees coming out of the warmer.

Consider a laser thermometer to do spot checks on the top, middle, and bottom plates to confirm best results. Next is getting the food plated and covered as soon as possible and into a tray cart for delivery. Timers used in conjunction with a line up of tray carts are a great way to be sure meals aren't plated and in the kitchen too long.

If the community is not using trays, consider a mobile steam table that goes door-to-door. This allows residents to choose exactly what they want and get hot food plated up right in front of them. Don't forget to have a hydration cart or other way to serve dry goods on hand as well.



HOSPITALS

Like senior care and long term communities, hospitals must also provide foodservice for inpatient applications. In this case, though, patients are often amidst serious health conditions that make the success of a foodservice operation dependent on the health of the patient. Of course, the inverse is true, as well.

In the age of COVID, making sure meals arrive at patient rooms while reducing the risk of potential exposure is critical. Sanitizing dinnerware and flatware to recommended standards is critical, and changing ordering practices can help minimize person-to-person risks. Like in senior care communities, hospitals can also adapt phone ordering as a way of eliminating potential exposure risks.

In hospitals, staff and patient guests must also be part of the foodservice equation. What are some of the ways to minimize risk to these groups? In many cases, buffet-service cafeterias are a primary source of service. Retrofit them to become more staff-service instead of self-serve. Provide ample spacing and prevent overcrowding with signs and barriers. And in dining areas, space tables to sufficient distances.

WHAT'S GOOD FOR HEALTHCARE FOODSERVICE IS GOOD FOR OUR HEALTH

It's clear that food can have great impacts on our health and well-being. That's never truer than in the facilities and communities where health is typically the main reason for being there. In order to get well, we need to consider foodservice solutions that promote wellness. And in the age of COVID, that means minimizing invisible risks we never thought possible in the ways we're experiencing them today. That being said, there are equipment solutions and processes that can help.

Article provided by foodservice expert, Emma Stamm, Director of Marketing, Lakeside Manufacturing



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Mini SuzyQ

- Offer hot meals in-room
- Respects the dignity of choice in meal service
- Available with food shield
- Comes standard with staff training manual and support from registered dietitian and certified dietary manager for successful implementation



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by LAKESIDE



MODEL # 690-10

Hydration Carts

- Important for communities to keep residents hydrated while they remain in their rooms, these options are perfect for door-to-door service
- Many options and configurations available



MODEL # 230

Ice Carts

- Insulated stainless steel ice compartment keeps ice frozen longer
- Built-in drain with faucet keeps ice solid and free from water, allows easy cleaning
- Extended push handle for easy maneuvering
- Hinged cover maintains interior temperatures, while allowing easy access*
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HOSPITAL



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Ice Machines Need Regular Cleaning, Sanitizing – Especially in Healthcare Environments

Ice machines are important in healthcare foodservice environments for providing cooled beverages and food preparation applications. Ice comes in all shapes and sizes (cube, flake, nugget, etc.) but no matter what ice form is being used, it's important that the machine is cleaned regularly to keep the ice safe and looking good. Remember...ice is food! A clean unit also contributes to better machine reliability, lifetime and efficiency.

Most manufacturers recommend deep cleaning and sanitizing their ice machines at least once every six months, but more frequent cleanings may be required depending on the equipment's surrounding environment. For example, ice machines installed in areas where there is baking can result in higher yeast contamination that results in slime build up in the unit.

Along with cleaning the unit, it is also important to change the water filter at least every 6 months. Water filters remove impurities that cause biofilms to form in the ice and help keep the ice free of bad tastes and odors. Water filters without a carbon block are particularly effective in helping keep the machine clean because they don't remove the disinfectants in the municipal water.

In today's environment, it is more important than ever to keep the exterior clean as well. Wiping down user interfaces and front panels that are handled by employees should be done as frequently as possible. Ice and water dispensers that may be used by visitors and employees should be frequently wiped down as well. For ice dispensers, if the ice and water chutes and sink are removable, this will allow for further deep cleaning (run through a high temp dishwasher for example) on a regular basis.

Keeping the air filter clean can be a quick, easy way to ensure the machine is getting proper air flow. If air filters are located on the front or side of the unit, they can be easily removed and cleaned. This should be done at least every 2 weeks since lint and debris can quickly accumulate on the filter in healthcare settings.

Keeping ice machines clean and sanitized is of utmost importance for the health and safety of consumers, as well ensuring the units are operating at peak performance. Today's healthcare facilities are being scrutinized more than ever, so implementing a robust cleaning and sanitizing program with equipment that is easy to clean will be a valuable investment.

**Click Here For More Information
Scotsman Ice Sanitation Guidelines**

*Article provided by the foodservice experts at
Scotsman Ice*

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We are happy to help.***



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Maximum Reliability *Zero Physical Contact*

Scotsman's Meridian Series allows for zero physical contact to dispense ice or water. The use of infrared technology senses the start and duration of dispensing, eliminating the need to touch any buttons, levers, lids or ice scoops.



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Compact design allows you to move efficiently through your facility to clean high-volume touchpoints.

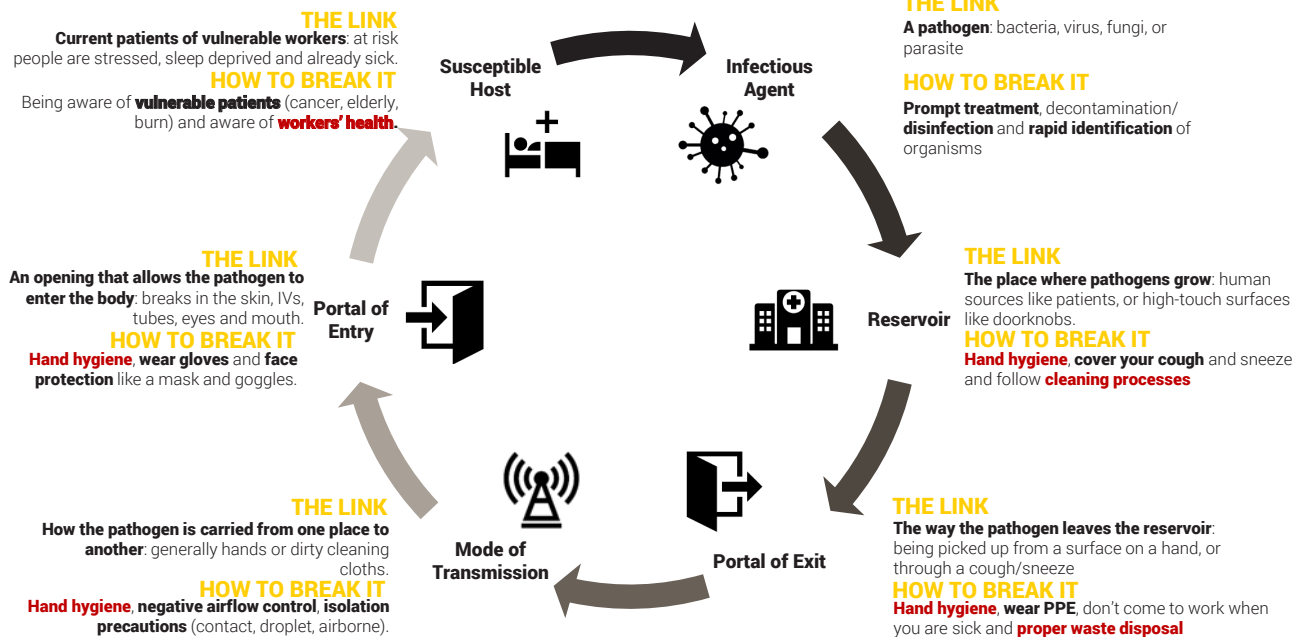


QUICKLY ACCESS CLEANING SUPPLIES

Built-in holders support up to 3 spray bottles or hand sanitizer bottles for easy access.

BREAKING THE CHAIN OF INFECTION

Breaking the Chain of Infection is AHE's CHEST certified process for understanding how infections spread and how they can be prevented. Preventing the spread of infection is top of mind for all stakeholders in the healthcare environment, especially EVS staff. Breaking just one link prevents the spread of infection and keeps patients and workers healthier.



American for the Healthcare Environment. Certified Healthcare Environmental Services Technician.

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5 Quick Tips For An Efficient and Safe Operation

Long-term care facilities and hospitals can maintain a safer environment for residents, patients, and staff members by marking hazards clearly and managing spills quickly. Using effective cleaning tools and processes is key to preventing the spread of illness.

Managing multiple waste streams is a key task for housekeepers. Hands-free step-on containers make collecting waste more efficient.

When cleaning rooms, utilize carts that carry all the tools needed for the job. Utilize a cart that can store safety signs, mops, microfiber cloths, and paper goods.

Eighty percent of germs are transferred from hands through direct surface or human contact. Create a more sanitary washroom by reducing direct surface contact with touch-free, motion-activated soap dispensers, faucets, and toilets.

Manage the flow of food in your facility from receiving to storage to preparation with products that increase efficiency and reduce the risk of cross-contamination.

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EC-3105 Sensor Faucet w/ HydroGenerator Power Supply



B-0502-03

Double Pedal Valve, Floor Mount, 1/2" NPT Inlets, Rigid/Swivel Gooseneck w/ RoseSpray

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Helpful Hints to increase appetite:

- Use a solid color, especially red that will contrast with the tabletop to keep the focus on the food.
- Make sure to contrast the color of the food with the color of the plate.

Our TuxCare products encompass a wide selection of product to adapt to any type of healthcare facility.

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- All products IN STOCK

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Unique 5 burner design, two powerful burners in the back with the power to boil water quickly, 3 burners up front for sauté work - get 100% usable surface with this design. Ask your dealer about the Service First program.



GS-30

Gas manual tilt skillet lifts up to allow for larger container storage. Flanged feet in the rear for securing to the floor. Service First QUALIFIED!



MARKET FORGE

ETP-10G

Twin generator 10 pan convection steamer. Unique hold feature after steaming. Water treatment system is INCLUDED. Available in electric. Energy Star approved and Service First eligible!



American Panel

Intelligent Controller Plus (IC+)

- Digital Thermometer
- High & Low Temp. Alarms
- Integrated Dry Contacts
- 3-Way Light Switch
- Door Monitor
- USB Interface
- Wi-Fi Included
- Battery Backup

Options

- Panic Alarm
- Dry Contact Kit
- Secondary Probe
- Interior Light Switch
- Extended Probe

Only from...

American Panel
Versatile, Dependable Walk-Ins and Blast Chillers

IC+



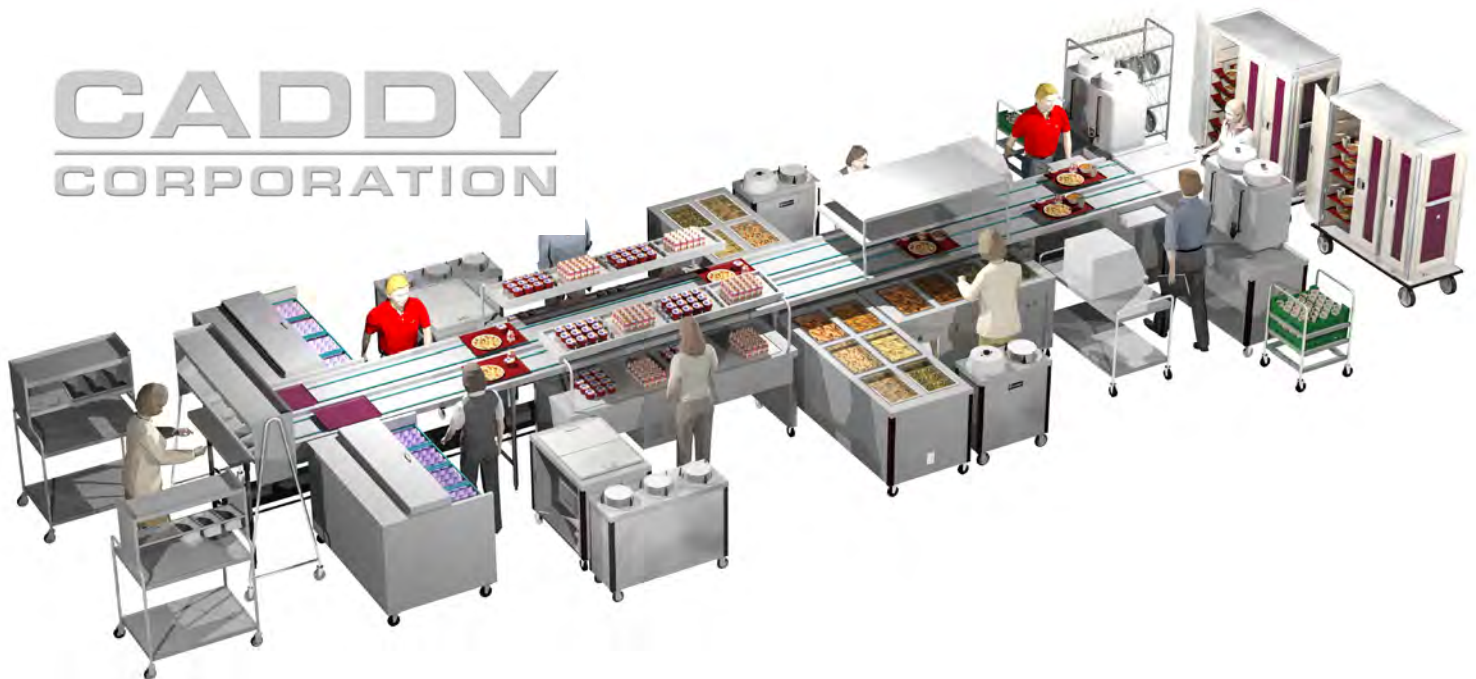
power soak®

Eliminate Hand Scrubbing.

Pot, Pan & Utensil Versatility.

Continuous Uniform Wash Action.

UNIFIEDBRANDS.NET



Tray-Make Up Band Conveyor with Support Equipment

From 100 beds to 1000 beds, Caddy has you covered! We will design and layout your perfect tray line, including all the power needed for your auxiliary equipment. Add proprietary UV to keep the system clean and safe. When ready to send to the patient rooms, use the Caddy TD extra quiet but durable tray delivery cart. Call today for a custom design. Made 100% in the USA.

Hydrovection with Helix

Superior technology in a convection oven footprint. More versatile than a convection oven, more affordable than a combination oven. Patented Helix Technology™ forces air into oven cavity, improving product quality while reducing cook times. 30% faster and greater yields with better results than convection. Features compact footprint with split door design. These ovens are built to last decades with fully-welded, angle iron frame, superior insulation, triple mounted, and simultaneous doors. SmartTouch2 control with NEW 7" touchscreen stores up to 500 recipes. Includes rack timing, multi-shelf recipes, easy download for recipe writing on your laptop, and HACCP storage capability. ENERGY STAR qualified.



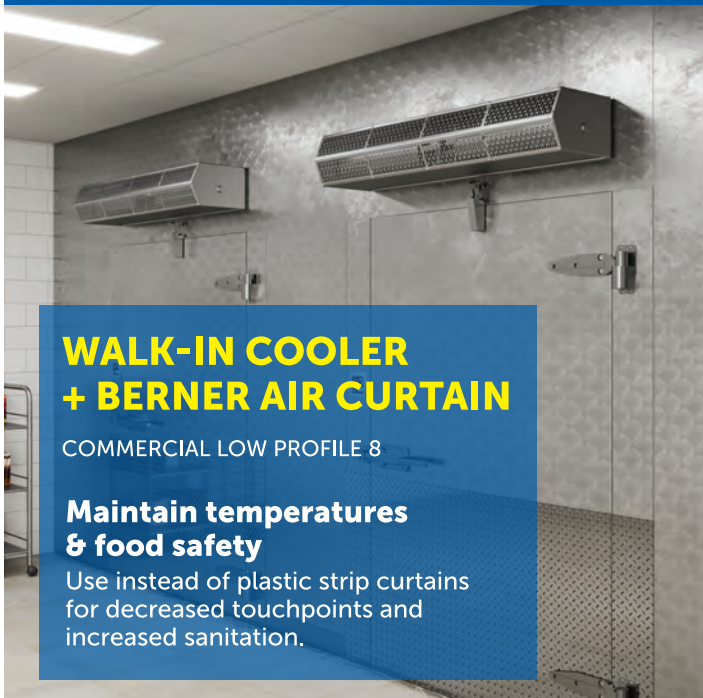
BLODGETT



Hoodini Ventless Models

Our electric boilerless ovens are available with the award winning Hoodini ventless hood system. The Hoodini combines a catalytic converter with a condensing system. It removes steam, smoke and fumes, even when cooking raw proteins. Zero inch top clearance and door is NOT on a timed lock. NO filters to change saves you money. Available in CombiSlim mini tabletop models or full size floor models.

When the doors are open,™ BERNER AIR CURTAINS



WALK-IN COOLER + BERNER AIR CURTAIN

COMMERCIAL LOW PROFILE 8

Maintain temperatures & food safety

Use instead of plastic strip curtains for decreased touchpoints and increased sanitation.

Check out these resources for foodservice professionals

CDC COVID-19 Resources for Businesses and Employers:

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

FDA Food Code:

<https://www.fda.gov/food/fda-food-code/food-code-2017>

Click the link below for more resources provided by the Center of Disease Control and the U.S. Food and Drug Administration

RESOURCE LINKS

To learn more: Berner.com





Harbour

*Guiding The Foodservice Industry
Since 1929*

229 Marginal Street Chelsea, MA 02150
800.521.5410

VISIT US ONLINE
www.harbourfood.com



HEALTHCARE FOODSERVICE PROFESSIONALS

Thank You!

*Your Safety and
Success Is Our
Top Priority*

Please check with our Customer Service Department as some items may need to be special or factory ordered.
Allow 2 weeks for delivery. In some instances, cases may not be broken or broken case charges may apply.
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