



THIS IS NOT A TEST: Are you truly disaster ready?

DATE:
06/14/2024

Disclosures

Ruck-Shockey Associates, Inc. and presenters:

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Board Member/Advisory Panel

The Ohio State University, Director, Foundation Board

The Association of Healthcare Foodservice (AHF), Industry Advisory Board

Michael Salvatore, CEC, Senior Director

AHF Editorial Advisory Board Member

There are no conflicts of interest or financial relationship relationships related to this presentation.

Introductions:



Georgie Shockey
Principal & Co-Founder



Michael Salvatore, CEC
Senior Director



2024 NY Regional Meeting

14 June 2024

Sheraton LaGuardia East Hotel
135-20 39th Ave.

Flushing, NY 11354

CHAPTER

NYC
Long Island



THIS IS NOT A TEST!

Disaster planning takes work...a lot of it. It is string-testing every “what if” and then some.

It is creating a plan in such detail that the packet could be handed to the next person walking down the hallway and could be easily and perfectly executed.

That is the greatest challenge.

Georgie Shockey, Principal
Ruck-Shockey Associates, Inc.



On a scale of 1-5, are you prepared to execute your disaster plan, now-now?



How much emergency water do you need per person/per day in gallons?

① Start presenting to display the poll results on this slide.

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Emergency Response Reflections

NYC response 9/11

3000 EMT meals in Liberty State Park
6 months of distribution support to Ground Zero
Foodservices

Superstorm Sandy

Crane lift of mobile kitchens and warewashing to
NYU Langone Rooftop for one year

Supply chain disruption

Early COVID-19 disruption forced disaster plan
revision and sourcing supplies outside current
GPO and Broadliner

After Thoughts....

NYC post 9/11

Expand “what if” string-testing; to include the unthinkable

Superstorm Sandy

Include portable RTE foods in disaster plan, store on-site

Supply chain disruption

Share order guide/quantities with broadliner, have inventory set aside to guarantee availability



Are You Ready for Most Emergency/Disaster Types?

- Have your plan ready, do a simple matrix of needs/resources to event conditions.
- What is the same and what changes?
- Does everyone know the plan?
- Others that we have not listed?

| Type of Emergency | Operational Impacts | How Long Can You Operate | Resources Needed |
|--|---------------------|--------------------------|------------------|
| Human Influence | | | |
| Fire of Infrastructure | | | |
| Vendor or Internal Labor Disruptions (Strikes) | | | |
| Protests Active Shooter/Threats | | | |
| Bomb or Suspicious Items | | | |
| | | | |
| Major Illness | | | |
| Infectious Diseases | | | |
| Food Borne Outbreak | | | |
| Blood Pathogen Exposure | | | |
| | | | |
| Mechanical or Structural Failure | | | |
| Power Outage | | | |
| Water Outage | | | |
| Mechanical Failures | | | |
| Elevator, Ovens, Transport | | | |
| Building Infrastructure Loss | | | |
| Technology Failures | | | |
| | | | |
| Natural Disasters | | | |
| Earthquake | | | |
| Wildfire | | | |
| | | | |
| Weather Related | | | |
| Flood/Hurricane | | | |
| Major Heat Event | | | |
| Wind Damage | | | |
| Snow, Ice (Inclement Weather) | | | |
| Poor Air Quality | | | |
| | | | |
| | | | |

Equipment Readiness & Purpose – Identify Vulnerabilities

- What is your most used equipment?
- What would you do without it?
- What else can it do?
- How to strategically ask for new equipment to fit into your emergency plan.

(i) Food Cooked in Bulk



- Any of the equipment used for cooking (e.g. ovens, steam jacketed kettles) could become damaged, non-functional, and stop working.

(i) Food Blast Chilled



- The blast chillers for cooling food could become damaged, non-functional, and stop working.

(a) Carts rolled to elevators for delivery to the unit



- Elevators could become damaged, non-functional, and stop working for transporting food to the upper and lower levels of building to the wards.

(b) Washing & Sanitation of equipment, dishes, returned carts



- Equipment for Sanitation could become damaged, non-functional, and stop working.
- Water supply lines connecting to this equipment could become damaged, non-functional, and stop working
- Chemical and soap supplies for this equipment could be limited during an emergency.

Prework, During the Event and Hours to a Few Days Post

When you know the disaster type, you can anticipate some of the worst-case scenario outcomes.

- Make sure your team is ready with their personal plan! www.ready.gov
- Discuss with leadership department limitations and 'rules of engagement'
- [Reference on TJC Planning Requirements](#)
- Move vehicles (personal and department related)
- Plan for staff housing.
- Move dumpsters/compactors and have a backup ready to move in with your waste haulers
- Generator test:
 - What's on emergency power? Is it labeled? How?
 - How long can the generator run without refueling?
 - Test for connectivity before and then again during an outage.
- Set security for the buildings, department, and any area that has critical supplies to preserve.
- How can you train others in less than 24 hours?

During and a Few Days Post-event:

- Command centers are not just for the C-suites. One step up for the department.
- Shift rotations and roles = less burn out
- Key data you need daily/hourly from the main command center
- Staffing supplemented by others
- Vendor updates, what are the expectations, and can they meet your needs?
- Critical decisions about the building, stability of utilities, structure, roads, etc.

Critical Steps to Protect Food Supply

Playbook with staff assignments by day/meal

- Which positions are responsible for what
- Leadership steps up one position, Director goes to Command Center

Schedule

Documentation daily actions: who does what, where

| Meal | Prep | | Service | | | Shift | | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------|-------|-------|---------|-------|--|-------|-------------|-----|-----|-----|-----|-----|-----|-----|
| | Begin | End | Begin | End | | Begin | End | | | | | | | |
| Breakfast | 03:00 | 05:00 | 05:00 | 07:00 | | A | 23:00 07:00 | 1 | 5 | 4 | 3 | 2 | 1 | 5 |
| Day Lunch | 07:00 | 11:00 | 11:00 | 13:00 | | B | 05:00 13:00 | 2 | 1 | 5 | 4 | 3 | 2 | 1 |
| Box Prep | 13:00 | 15:00 | | | | C | 11:00 19:00 | 3 | 2 | 1 | 5 | 4 | 3 | 2 |
| Dinner | 15:00 | 17:00 | 17:00 | 19:00 | | D | 17:00 01:00 | 4 | 3 | 2 | 1 | 5 | 4 | 3 |
| Safety | 19:00 | 21:00 | | | | | | | | | | | | |
| Night Lunch | 21:00 | 23:00 | 23:00 | 01:00 | | | | | | | | | | |
| Box Load | 01:00 | 03:00 | | | | | | | | | | | | |

| Position | Team #1 | Team #2 | Team #3 | Team #4 | Team #5* |
|----------------------------|---------------------|--------------------|--------------------|----------------|---------------------|
| Kitchen Manager | Bucello, Michael | Razzore, John | Swider, Thomas | Young, Jere | Croker, Eric |
| Kitchen | Parlapanides, Paul | Sauchelli, Anthony | Yoon, Eugene | Vasquez, Eddie | Sauchelli, Anthony |
| Dining Room Manager | Weinstein, Barry | Stone, Thomas | Greenberg, Bradley | Farkas, Miriam | Beemer, Christopher |
| Purchasing Manager | Bereck, Andrea | | | | DiGirolamo, James* |
| Alternates | | | | | |
| Kitchen Manager | Croker, Eric | Gambino, Rudolf | | | |
| Kitchen | Sauchelli, Anthony | Kwak, Bonchul | | | |
| Dining Room Manager | Beemer, Christopher | Eskander, Rami | | | |
| Purchasing Manager | DiGirolamo, James* | | | | |

Breakfast 05:00-07:00

Sunday

Coffee/Tea/Juice/Water
Continental:
Danish, Muffins, Bagels

Smk Salmon & CC
Nutella
Strawberries

Toast/Butter/Asst Jams
Cereal Station/Milk

Day Lunch 11:00-13:00

Sunday

Coffee/Tea/Soda/Water
Tomato Bisque
Fried Chix
Corn-on-the-cob
Relish Tray
Ice Cream Sundae
Strawberries
Snack Bar

Dinner 17:00-19:00

Sunday

Coffee/Tea/Soda/Water
Tomato Bisque
Roast Beef & Gravy
Roasted potatoes
Broccoli Spears
Salad bar
Chocolate Cobbler
Snack Bar

Night Lunch 23:00-01:00

Sunday

Coffee/Tea/Soda/Water
Beef Barley Soup
Cheeseburgers/Rolls
Fries/O-Rings
Tossed Salad
Cheesecake
Bananas
Snack Bar

Boxes 03:00-07:00

Sunday

Coffee/Tea/Soda/Water
Roast Beef & Cheddar
Sour Cr & Onion Chips
Mayo/mustard
Kit, Nap, S&P
Pickle
Strawberries
Oatmeal Cookie



Critical Steps to Protect Food Supply

Quantity assignment (cases to attain pieces)

Onsite stores

- Create safety
- Must be monitored and replaced
- Costly

Menu Template – Not a Plan!

| | Day #1 | Day #2 | Day #3 | Day #4 |
|-----------|---|--|---|--|
| Breakfast | English Muffin (1) Peanut butter (2 Tbsp.) Fruit, Canned (1/2 cup) Milk (4oz) | Fig Bar or granola bar (1) Fruit, canned (1/2 cup) Milk (4oz.) | Bagel (1) Cream cheese (2 Tbsp.) Fruit, canned (1/2 cup) Milk (4 oz.) | Fig bar or granola bar (1) Fruit, canned (1/2 cup) Milk (4oz.) |
| Lunch | Sliced Meat (3oz) Bread (2 slices or 2 oz.) Mayonnaise (2 Tbsp.) Fruit, Fresh (1 serving) Juice (4oz) | Peanut Butter (2 Tbsp.) Jelly (2 Tbsp.) Bun/roll (2 Slices) Canned pudding (1/2 Cup) Juice (4oz) | Sliced Meat (3oz) Bread (2 slices or 2 oz.) Mayonnaise (2 Tbsp.) Fruit, Fresh (1 serving) Juice (4oz) | Peanut Butter (2 Tbsp.) Jelly (2 Tbsp.) Bun/roll (2 Slices) Canned pudding (1/2 Cup) Juice (4oz) |
| Dinner | Soup (1 cup) Saltine crackers (1 pack) Fresh vegetables (1/2 cup) | Tuna Mix Saltine crackers (1 packet) Fresh vegetables (1/2 cup) | Soup (1 cup) Saltine crackers (1 pack) Canned vegetables (1/2 cup) | Canned beans (1 cup) Saltine crackers (1 packet) Canned vegetables (1/2 cup) |

Order guide template: AFTER

| Day Part | Item Code | Hosp 1 (700) | Hosp 2 (400) | Hosp 3 (75) | Hosp 4 (25) | BHU (60) | Pack | Brand | Description | Storage |
|------------|-----------|--------------|--------------|-------------|-------------|----------|------------|----------|--|---------|
| B'fast | 1535368 | 10 | 6 | 2 | 1 | 1 | 6/12 CT | THOMAS | Muffin English Original 2 oz | D |
| B'fast | 4009189 | 3 | 2 | 2 k | 1 k | 2 k | 6/5 LB | SYS CLS | Peanut Butter Creamy | D |
| B'fast | 4714663 | 20 | 11 | 2 | 1 | 2 | 36/4 OZ | DOLE | Fruit Mix Bowl In Juice | D |
| B'fast | 52061 | 14 | 8 | 2 | 1 | 2 | 50/8 OZ | MDW GLD | 2% MILK | C |
| Lunch | 3057205 | 10 | 7 | 2 | 1 | 1 | 4/3 LB | MORRELL | Ham Deli Cooked Sliced .5Ounce | C |
| Lunch | 7003 | 78 | 45 | 8 | 3 | 7 | 1 ea | Franz | Whl Wheat loaf | B D |
| Lunch | 3718210 | 4 | 2 | 1 | 1 | 1 | 200/7/16OZ | KRAFT | LITE MAYO | D |
| Lunch | 01515 | N/A | N/A | N/A | 1 | 3 | 1/24 CT | GRASMICK | Banana Fresh 24 Count | P D |
| Lunch | 01510 | 5 | 3 | 1 | N/A | N/A | 1/150 CT | GRASMICK | Banana Petite Green Tip Fresh | P D |
| Lunch | 6320545 | 8 | 5 | 1 | 1 | 1 | 96/4OZ | HC PLUS | Juice Orange Stable | C |
| Dinner | 4104469 | 30 | 17 | 4 | 2 | 3 | 24/7.25OZ | CAMPBEL | Soup Chicken Noodle Low-Sodium | D |
| Dinner | 4114914 | 3 | 2 | 1 | 1 | 1 | 300/2 PK | KEEBLER | Cracker Saltine Zesta Unsalted | D |
| B'fast | 6056741 | 6 | 4 | 1 | 1 | 1 | 120/.89 OZ | NAT VLY | Snack Bar Granola Variety Pak | D |
| B'fast | 4714671 | 20 | 11 | 2 | 1 | 2 | 36/4 OZ | DOLE | Peach Diced In 100% Fruit Juice | C |
| B'fast | 52061 | 14 | 8 | 2 | 1 | 2 | 50/8 OZ | MDW GLD | 2% MILK | C |
| Lunch | 4009189 | 3 | 2 | 2 k | 1 k | 2 k | 6/5 LB | SYS CLS | Peanut Butter Creamy | D |
| Lunch | 4043923 | 4 | 2 | 1 | 1 | 1 | 200/.5 OZ | SMUCKER | Jelly Grape Cup | D |
| Lunch | 70313 | 88 | 50 | 10 | 3 | 8 | 8 ea | Franz | Pub Bun | B D |
| Lunch | 0664369 | 15 | 9 | 2 | 1 | 1 | 48/3.25OZ | HUNTS | Pudding Chocolate Snack Sugar-Free | C |
| Lunch | 6321299 | 8 | 5 | 1 | 1 | 1 | 96/4 OZ | HC PLUS | Juice Apple Shelf Stable | C |
| Dinner | 1188804 | 9 | 5 | 1 | 1 | 1 | 6/43 OZ | STRKIST | Tuna Chunk Light in Pouch | C |
| Dinner | 5438452 | 3 | 2 | 3 k | 1 k | 1 k | 4/1 GAL | KRAFT | Mayonnaise Lite | C |
| Dinner | 4114914 | 3 | 2 | 1 | 1 | 1 | 300/2 PK | KEEBLER | Cracker Saltine Zesta Unsalted | D |
| Dinner | 05816 | 28 | 16 | 3 | 1 | 2 | 1/5# | GRASMICK | Pan-Asian Blend | P C |
| B'fast | 9848797 | 12 | 7 | 2 | 1 | 1 | 60/4 OZ | LENDERS | Ragel Plain Sliced | D |
| B'fast | 3717279 | 7 | 4 | 1 | 1 | 1 | 100/1 OZ | PHILA | Cheese Cream Original Spread Cup | C |
| B'fast | 4714655 | 20 | 11 | 2 | 1 | 2 | 36/4 OZ | DOLE | Fruit Mix Tropical Fruit in Juice Bowl | C |
| B'fast | 52061 | 14 | 8 | 2 | 1 | 2 | 50/8 OZ | MDW GLD | 2% MILK | C |
| Lunch | 6406821 | 10 | 7 | 2 | 1 | 1 | 6/2 LB | JENNIEO | Turkey Breast Extra Lean Roasted Sliced (.7 oz) | C |
| Lunch | 3718210 | 4 | 2 | 1 | 1 | 1 | 200/7/16OZ | KRAFT | LITE MAYO | D |
| Lunch | 7003 | 78 | 45 | 8 | 3 | 7 | 1 ea | Franz | Whl Wheat loaf | B D |
| Lunch | 6324947 | 8 | 5 | 1 | 1 | 1 | 96/4 OZ | HC PLUS | Juice Cranberry 15% Semisweet Cup | C |
| Lunch | 07524 | 8 | 5 | 1 | 1 | 1 | 1/88 CT | GRASMICK | Oranges Navel Fancy Fresh | P C |
| Dinner | 4013066 | 30 | 17 | 4 | 2 | 3 | 24/7.25OZ | CAMPBEL | Soup Tomato Low-Sodium | D |
| Dinner | 4114914 | 3 | 2 | 1 | 1 | 1 | 300/2 PK | KEEBLER | Cracker Saltine Zesta Unsalted | D |
| Dinner | 3101583 | 5 | 3 | 1 | 1 | 1 | 6/#10 | SYS CLS | Bean Green Cut Really Green | D |
| B'fast | 6056741 | 6 | 4 | 1 | 1 | 1 | 120/.89 OZ | NAT VLY | Snack Bar Granola Variety Pak | D |
| B'fast | 4714671 | 20 | 11 | 2 | 1 | 2 | 36/4 OZ | DOLE | Peach Diced In 100% Fruit Juice | C |
| B'fast | 52061 | 14 | 8 | 2 | 1 | 2 | 50/8 OZ | MDW GLD | 2% MILK | C |
| Lunch | 4009189 | 3 | 2 | 2 k | 1 k | 2 k | 6/5 LB | SYS CLS | Peanut Butter Creamy | D |
| Lunch | 4043923 | 4 | 2 | 1 | 1 | 1 | 200/.5 OZ | SMUCKER | Jelly Grape Cup | D |
| Lunch | 70313 | 88 | 50 | 10 | 3 | 8 | 8 ea | Franz | Pub Bun | B D |
| Lunch | 0664452 | 8 | 5 | 1 | 1 | 1 | 48/3.25OZ | HUNTS | Pudding Vanilla Sugar-Free | C |
| Lunch | 6321299 | 8 | 5 | 1 | 1 | 1 | 96/4 OZ | HC PLUS | Juice Apple Shelf Stable | C |
| Dinner | 0075079 | 3 | 2 | 3 k | 1 k | 2 k | 6/#10 | BUSH | Bean Kidney Dark Red Low Sodium | D |
| Dinner | 0079634 | 3 | 2 | 3 k | 1 k | 2 k | 6/#10 | BUSH | Bean Black Low Sodium | D |
| Dinner | 4109724 | 5 | 3 | 1 | 1 | 1 | 6/#10 | SYS CLS | Carrot Diced Fancy | D |
| Disposable | 8146544 | 38 | 22 | 4 | 2 | 4 | 150/9X9" | EARTHCH | Container Paper Hinged Fiber Blend | D |
| Disposable | 3291143 | 6 | 4 | 1 | 1 | 1 | 20/50CT | SYSCO | Container Foam Round White Squat 8oz | D |
| Disposable | 4097457 | 6 | 4 | 1 | 1 | 1 | 10/100CT | DART | Lid Plastic Vent 8-125I-5-8-10820 | D |
| Disposable | 2914808 | 9 | 5 | 1 | 1 | 1 | 1/1000CT | PRAIRIE | Spork Plastic Polypropylene Wrapped White Medium White | D |
| Disposable | 1573407 | 3 | 3 | 1 | 1 | 1 | 6/467CT | TORKADV | Napkin Dinner 12.75" X 16.25" 2-Ply | D |
| Water | 4679009 | 234 | 134 | 25 | 9 | 20 | 48/8 OZ | PURLIFE | Water Purified 8 Ounce (4 pp/day) | D |



Order guide template: AFTER

| Day Part | Item Code | Hosp 1(700) | Pack | Brand | Description | | Storage |
|----------|-----------|-------------|------------|----------|---|---|---------|
| B'fast | 1535368 | 10 | 6/12 CT | THOMAS | Muffin English Original 2 oz | | D |
| B'fast | 4009189 | 3 | 6/5 LB | SYS CLS | Peanut Butter Creamy | | D |
| B'fast | 4714663 | 20 | 36/4 OZ | DOLE | Fruit Mix Bowl In Juice | | D |
| B'fast | 52061 | 14 | 50/8 OZ | MDW GLD | 2% MILK | D | C |
| Lunch | 3057205 | 10 | 4/3 LB | MORRELL | Ham Deli Cooked Sliced .50ounce | | C |
| Lunch | 7003 | 78 | 1 ea | Franz | Whl Weat loaf | B | D |
| Lunch | 3718210 | 4 | 200/7/16OZ | KRAFT | LITE MAYO | | D |
| Lunch | 01515 | N/A | 1/24 CT | GRASMICK | Banana Fresh 24 Count | P | D |
| Lunch | 01510 | 5 | 1/150 CT | GRASMICK | Banana Petite Green Tip Fresh | P | D |
| Lunch | 6320545 | 8 | 96/4OZ | HC PLUS | Juice Orange Stable | | C |
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| Dinner | 4114914 | 3 | 300/2 PK | KEEBLER | Cracker Saltine Zesta Unsalted | | D |

Post the Event

- After Action Report:
 - Sustain (what worked)
 - Improve (what didn't)
- HR support
- FEMA assistance
- Tracking recovery expense:
 - Losses of inventory
 - Hours worked, overtime, temp resources
 - Housing/Transportation
 - Meals fed (registers working or hand counts?)

- Time to debrief, recover, and document actions, and changes to the plan.
- Don't wait till the next one is coming at you!

Review Plan

Capture Data

Service & Test
Equipment

Restore
Systems

Document &
Change as
needed

Additional support and resource ideas:

Supply chain: engage early and often, can they allocate emergency storage?

Waste management, get your provider's plan and incorporate it into yours.

Research mobile kitchen/sanitation assets [Home - Kitchens To Go](#) or [Stewartsmobile](#).

Employee housing, zero-based essential personnel, and current facility agreements with local lodging are set up now!

Employee transport, zero-based essential personnel, and current facility agreements with local transit (public and private).



ABOUT RUCK-SHOCKEY ASSOCIATES, INC.

Ruck-Shockey Associates, Inc. is a market leader in providing support service solutions to augment our client's outcomes in performance, engagement of colleagues as well as customers, and quality results.



THIS IS NOT A TEST!

Take a deeper dive.

As a thank you for attending this presentation, Ruck-Shockey Associates, Inc. offers you a free 30-minute disaster planning consultation with Georgie Shockey or Michael Salvatore.

Book your time here:

Georgie@ruckshockey.com

Michael@ruckshockey.com

2024 NY Regional
Meeting

14 June 2024

Operations
Driving
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Thank you for this opportunity to present today.

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