



CRISIS CONSIDERATION

One important step in dealing with staff shortages is planning. Having a plan in place for times when you are not able to have a full team will help you get through those challenging times. Complete the "Action Plan" below after considering the scenario and possibilities.

TOPIC # 1:

The Food and Nutrition Service Manager has walked off the job unexpectedly.

✓ THINGS TO CONSIDER:

	<p>1. When is our next food order supposed to be placed and ordered?</p> <ul style="list-style-type: none"> • Do we know what distributors deliver our products? • Do we know how to place an order? • Do we know how to contact the sales rep? • When is the next delivery?
	<p>2. Can the menu be adapted?</p> <ul style="list-style-type: none"> • What products do you have on hand for an emergency? • What convenience items can be purchased? • Is the food substitution log completed? • Where are the recipes? Can they be adapted for low labor (i.e. speed scratch or convenience items)?
	<p>3. If guest cards need to be printed, does anyone on staff have access or know how?</p>
	<p>4. What skillsets are represented with the remaining staff (i.e. Does the cook have enough experience to step into a manager role?)?</p>
	<p>5. Does anyone know how to operate the hood system in case of an emergency?</p>
	<p>6. Do you have a designated person in charge, preferably a Certified Food Protection Manager?</p>
	<p>7. Who knows how to operate the kitchen equipment?</p>
	<p>8. Who will alert Registered Dietitian for clinical needs and assessments?</p>

ACTION PLAN / THINGS TO DO IN ADVANCE TO PREPARE:

1.	
2.	
3.	
4.	





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TOPIC #2:

Due to supply chain shortages, cream soups which are frequently used in recipes will be out/shorted for an unknown period of time.

✓ THINGS TO CONSIDER:

	1. Can you ask your sales rep about available products?
	2. Can you contact your dietitian for appropriate substitutions?
	3. How can recipes be adapted to use a speed scratch or scratch sauce?
	4. Does the menu need to be changed to remove cream soups?
	5. How do we communicate changes to residents and their families?

ACTION PLAN / THINGS TO DO IN ADVANCE TO PREPARE:

1.	
2.	
3.	
4.	





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TOPIC #3:

Coronavirus has impacted half of the Nutrition Services team. Estimates are the kitchen staff will be severely short-staffed for the next five days.

✓ THINGS TO CONSIDER:

	1. Is our emergency food supply and menu accessible?
	2. Can the menu be adapted? <ul style="list-style-type: none"> • What products do you have on hand for an emergency? • What convenience items can be purchased? • Is the food substitution log completed? • Where are the recipes? Can they be adapted for low labor (i.e. speed scratch or convenience items)?
	3. How do we know what each resident is supposed to be served? <ul style="list-style-type: none"> • Where are the diet spreadsheets? • What kind of guest card program or method is used? • Is any adaptive equipment needed?
	4. How many days do you anticipate being without staff? Can you plan ahead for future days of being short-staffed?
	5. How will therapeutic and texture-modified diets be addressed (consider liberalizing diets and communicate with Registered Dietitian)?
	6. What skillsets are represented with the remaining staff (i.e. Is the maintenance person a good home cook?)?
	7. Can one cook adequately handle one day?
	8. Can foods be prepared in advance and frozen for future use?
	9. Can breakfast be changed to a continental breakfast?
	10. Can convenience, individual frozen meals be utilized?
	11. Does anyone know how to operate the hood system in case of an emergency?
	12. Do you have a designated person in charge, preferably a Certified Food Protection Manager?
	13. Do you have a designated person in charge responsible for cleaning and sanitizing food contact surfaces?
	14. Is there a restaurant or assisted living facility nearby that could cater?



✓ **THINGS TO CONSIDER:**

	15. Who knows how to operate the kitchen equipment?
	16. Does the emergency justify using disposables?
	17. How do we communicate changes to residents and their families?

ACTION PLAN / THINGS TO DO IN ADVANCE TO PREPARE:

1.
2.
3.
4.

RESOURCES:

- [Senior Living Solutions](#)
 - Convenience Entrées and Products
 - Emergency Low Labor Menu
 - Labor Challenges Playbook
 - Speed Scratch Soups
- [Mpower Menus and Recipes](#)
- [Dysphagia Product Guide](#)

