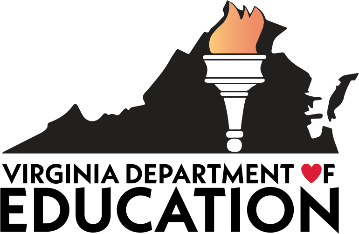
Attachment B, SNP Memo No. 2019-2020-33

March 18, 2020



Office of School Nutrition Programs

Best Practices for Meal Service during Unanticipated School Closures

1. **Adjust meal service times to meet participant needs.**
   1. **Example:** A division adjusted the meal service time to accommodate working parents. Meal service was from 5:00-7:00 p.m. Monday-Friday and included a grab-and-go model using the school pickup line.
   2. **Example:** A division extended service time to ensure all children who required meals were accommodated. Service operated from 8:00 a.m. to 3:00 p.m.
2. **Include food safety and allergen information in meal packages.**
   1. **Example:** A division inserted storage instructions and allergen information in each meal package.
   2. **Example:** A division served shelf-stable and refrigerated meals. On each refrigerated meal, a label reading “store at 40°F in 30 minutes or less” was added.
3. **Use buses bus routes/stops to deliver meals.**
   1. **Example:** A division delivered meals at designated spots on existing bus routes. Two food service staff members were present on each bus; one staff member distributed meals and one staff member recorded the meals served. All meals served were shelf-stable, including the milk.
   2. **Example:** A division used school buses to deliver meals directly to residences upon request. Delivery routes were restricted to 30 minutes or less to ensure food safety. Food service staff were present on each bus to oversee service and meal counting.
4. **Deliver meals directly to family/student residences.**
   1. **Example:** A division allowed families to request meal delivery via a Google Form, call/text to a local phone number, or email to the SNP Director. Meals were delivered by county car/van directly to homes by individuals trained in the SFSP. Meals included shelf-stable items or were stored under temperature control prior to leaving the meal production site (e.g., school). Meals were stored in insulated coolers during the delivery process. Upon arrival at each location, drivers visually verified the number of children under the age of 18 present and delivered that number of meal bags. Drivers recorded the number of bags delivered on a check sheet, which they submitted upon return to the meal preparation site (e.g., school). To ensure food safety, the deliveries were scheduled so that each round trip took less than one hour and foods were held in insulated containers.
   2. **Example:** A division identified areas of highest need (e.g., trailer parks, low-income apartments, etc.) and delivered meals via buses to those areas after calling families to inform them of the service.
5. **Serve/deliver more than one meal and/or more than one day’s worth of meals.**
   1. **Example:** A division packaged one breakfast and one lunch together in a bag and delivered one bag to each student once a day Monday-Friday upon request.
   2. **Example (Bi-Weekly Service):** A division prepared packages containing three days’ worth of breakfast and lunch meals and offered a package to each student via a grab-and-go model using the school pickup line. Meals were offered twice weekly on Tuesdays and Thursdays.
   3. **Example (Bi-Weekly Service):** A division offered two breakfasts and two lunches to each student twice per week on Mondays and Wednesdays between 9:00 and 11:00 a.m. On Fridays, each student received one breakfast and one lunch.
   4. **Example (Weekly Service):** A division offered packages of five breakfasts and five lunches to each student one day per week during a four-hour service window (10:00 a.m. to 2:00 p.m.).
6. **Offer meal service at sites other than schools.**
   1. **Example:** To reach all areas of the county, a division offered meal service at one school and two fire departments during a two-hour service period Monday-Friday. Hot foods were held in hot boxes and cold foods were held in coolers and refrigerators. A temperature log was maintained and meals were counted using a check sheet.
7. **Leverage existing resources.**
   1. **Example:** A division and several others used the Summer Food Service Program (SFSP) Daily Meal Count Form to record the number of meals served during unanticipated closures.
   2. **Example:** A division took advantage of the equipment available in the school kitchen by preparing and holding food in the kitchen and using “runners” to deliver a limited number of grab-and-go style meals outside for curbside pickup. When the supply diminished, runners would return to the kitchen for additional meals.
   3. **Example:** A division took advantage of mobile school kitchen equipment to offer hot meals to students. Warmers were brought to the pickup line (service area) and used to keep hot meals at the proper holding temperature until service.
   4. **Example:** A division increased their service capacity by training school principals in food safety and meal counts to assist with meals service. This strategy allowed for a longer service period (8:00 a.m. to 3:00 p.m.).
   5. **Example:** A division utilized special education transportation drivers to assist with the delivery of meals to special needs students.
8. **Implement grab-and-go/drive-thru service to limit personal contact.**
   1. **Example:** A division stored all meals under refrigeration in the school kitchen and delivered meals to the pickup line, as needed, throughout the five-hour service period (8:00 a.m.-1:00 p.m.).
   2. **Example:** A division offered meals via a drive-thru using the driveway providing drivers access to the back kitchen door. Meal packages were served right from the kitchen.
9. **Use a combination of service styles/methods to reach all students in need.**
   1. **Example:** A division used a combination of drive-thru/curbside pickup and delivery along the regular bus route. The drive-thru option was offered on the first day of service and the delivery option was offered the following day. A food service staff member was assigned to ride with the bus driver to oversee meal service and counts.
   2. **Example:** A division used a combination of grab-and-go and direct delivery to the residences of students who were unable to pick up meals during the grab-and-go service period.