

The COVID Clinician Meal Support Program



Agenda

1. Overview – Process and Team
2. Hospital Coordination
3. Restaurant Coordination
4. Coming Improvements

Process and Known Weaknesses

1. Donors sign up with a pledge amount
2. We log the pledge and assign the donor to a meal at a hospital.
3. We reach out to the restaurant for payment instructions directly to the restaurant.
4. Donor transfers funds directly to the restaurant via Venmo, CashApp, PayPal, etc.
5. Food is delivered from the local restaurant to the local hospital

Model weaknesses

- Not tax deductible, so also not eligible for corporate matching funds.
- Above + Manual process means high minimum contribution, currently \$1,000

The Team

This is how we set it up the team. You may want to scale up or down based on your needs and resources.

1. **Administrator(s)** — General oversight and fundraising
2. **Coordinator** — Managing daily delivery and collections
 - a. Day-to-day matching of restaurants and hospitals
 - b. Payment from Donor to Restaurant.
 - c. Communicating with Hospitals for delivery issues and adapting to changing protocols
3. **Hospital Coordinator** — We can't emphasize enough how important this is. Hospitals are in crisis mode with many layers of protective measures in place. Please don't just start sending big unexpected shipments.
 - a. Get buy-in from Hospital staff and management
 - b. Adapt to changing Hospital conditions and number and method of clinician served.
 - c. Establish individual hospital protocols for receiving meals
4. **Restaurant Representatives** — Single point of contact for delivery
 - a. Primary point of contact for Coordinator
5. **Extra helpful: Restaurant evangelist** -- Getting other restaurants onboard and expanding the discussion nationally

Coordinator -- Tatiana Graf, Cassidy Chau

- Before scheduling: Confirm each restaurant's max capacity and advance notice needed.
- Schedule: Match restaurants with hospitals for each day (or each shift if you're doing multiple).
 - This can be a puzzle if you need 225 meals but some restaurants can do a max of 50
- Email restaurants your request; i.e. SF Hospital Meals Request for 125 Dinners for Tuesday 3/24
 - Include details for Food Safety Information
- Confirm restaurants for the day (ideally the day before)
 - Email them Hospital Delivery Information
 - Confirm restaurant payment info
- Match sponsor to restaurant for payment (note app limits)
- Confirm with sponsor their availability to pay.
- Be available by phone/text for urgent needs during delivery
- Request & confirm sponsor payments
- Find posts on social media and repost #sfhospitalmeals
- Get feedback from restaurants and hospitals and incorporate any changes into documents

Hospital Coordinator -- Sydney Gressel, NP UCSF

- Start small -- Focus on your department or your team, and scale up from there.
- Divide up the project -- Focus on communication with the hospital sites, allow others to sort out the funding and the partnerships with restaurants.
- Management buy-in (sort of) -- Find the right permission & forgiveness balance
- Headcount -- In-house on day shift and night shift. We included nurses, doctors, techs and some ancillary staff such as custodial services and security.
- Logistics and restrictions -- Address infection concerns. Consider different diet requirements and definitely ask for utensils
- Delivery tips and instructions. Emergency Departments are usually well marked with good signage on the ground level. Provide the team with delivery instructions, and a department contact

Hospital Coordinator -- Sydney Gressel, NP UCSF

- Guide the project -- Be the hospital voice so organizers are productive
- Try a test run -- While we were awaiting the formal "go ahead" from management, we brought in a first meal.
- Share gratitude -- Take pics with your colleagues that show off the tasty local meals. #SFHospitalMeals and #HospitalMealsUS
- Expand your project -- Add additional departments in your hospital, or work with other medical facilities
- Build resiliency

Restaurants Guidelines -- Tatiana Graf

- Please note: No persons with any illness symptoms (cough, congestion, fever, sore throat, runny nose) should be preparing or delivering food. Nor should anyone who lives with someone who has been diagnosed with COVID.
- Safety:
 - Please cook all food to proper temperatures and then chill before packaging. The hospitals have microwaves and are able to reheat food on-site as needed (exemption for pizza).
 - Flexibility: The doctors and nurses will not be eating the food immediately, but on their breaks throughout the shift. The food should be ready for them to reheat as needed.
 - Wear gloves while preparing food: take photos to share on social media of clean preparation.
 - Package each portion in its own box, no sharing containers (except pizza).
 - Label all containers.
 - Seal boxes with tape or a decal (can be your logo).
 - Provide a complete menu with ingredients and allergy listings.
 - Include disposable utensils and napkins.
 - Wear gloves and masks when delivering.
- Include your restaurant info (biz cards, menu, etc) so they know who's feeding them

Restaurants Guidelines -- Tatiana Graf

Food:

- Please make a complete meal. These folks don't need to crash mid-shift.
- Ideally, a meal contains: Protein, Starch and Vegetables.
- Include some vegetarian meals
- Salads are welcome, with dressing in a separate container
- Make hot food that is easy to microwave

Q&A and Resources

- [Restaurant Guidelines](#) — Full instructions for restaurants to deliver the meals safely and effectively for cooks, drivers and clinicians.
- [Hospital Launch Guidelines](#) — Full hospital launch guidelines. Reminder: It would be the worst outcome possible if meals just start showing up at hospitals and create more confusion and waste during a critical time.
- [Hospital Intake Guidelines](#) — To place at ED and Nurse stations to explain to clinician staff the process of receiving meals.
- [Master Spreadsheet](#) — This is the spreadsheet we use to coordinate the program. It's a Google Sheet so that a number of us can collaborate on it.

A look at the future -- Brendan Mulligan

The San Francisco COVID Clinician Meal Support Program

The idea is simple: Support local San Francisco hospital clinicians who are working in wartime-like conditions and support local San Francisco restaurants who are really hurting at this time.



Become a donor

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Register your Healthcare Center

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Register your Restaurant

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