

# Coronavirus Delivery Communication:

Rebuilding, re-evaluating, and supporting. These three things have been on our minds lately. How do we rebuild the foundations we were so used to relying on? What daily actions do we re-evaluate as we continue to power forward. Finally, how do we support our communities, loved ones, and strangers while reshaping ourselves and the way we live?

We do not have any definite answers, no one does. We have recognized the importance of things and people we have taken for granted in the past. For us, rebuilding foundations is about understanding those items and people we relied heavily on while our daily routines saw extreme shifts and rebuilding around those. We re-evaluate what we hold dear to us. May that be getting back to nature, enjoying regular meals at the table with our families, or even just looking inward to better understand ourselves. We reflected upon those items and many of us understood that there was an opportunity to do better. For us to be better acolytes of love. So, we have decided to take action and hope you follow suit. One of those items we all had on our list while we re-evaluated what we hold dear to us was the medical personnel.

The hard-working staff at our local, national and even international medical facilities have done nothing but exceed our expectations. Their daily lives changed as well. Even though we stayed home to reduce our chances of infecting health care workers, these brave members of our communities continued without hesitation. Bravely, they walked through doors everyday knowing they had a much higher risk of infection and still put their health on the line to help those who are suffering. Now it is our turn to give back. It is our turn to show love and support which they desperately deserve and need. Their dedication is not always rewarded but their passion is what drives them. We want to keep

their passion fueled by creating an opportunity for ourselves and our communities to say thank you.

While you have read and understood our ultimate goal with this project, we want to re-assure you that our staff, along with the medical staff see no more risk by becoming involved in our dedication to supporting our local medical providers. Below are the standards we have both improved and continue to uphold in the effort to keep everyone safe.

- Washing hands — This is regularly completed, before starting work, before handling any food, after handling food, any time after stepping away from and returning to work, and before handling any item that will be utilized in the delivery process.
- Gloves — Our staff are required to wear gloves at all times during the process. They are to wear gloves while handling food, packaging food and during any hand off. The gloves are changed as necessary to reduce/eliminate any cross contamination.
- Masks — Our staff will be wearing masks during the production of as well as during the packaging of all deliveries. They will also be wearing masks during the hand off at each medical institution we deliver to.
- Hand Sanitizer — We have small bottles located around our office and our staff is encouraged to utilize them any time they pass by. We have also equipped our trucks with travel sanitizer. This is so our delivery drivers may utilize the hand sanitizer prior to hand off as well as after hand off.
- Food Prep — All of our stations are sanitized prior to food preparation as well as during and after. Our food is washed, separated and monitored for the correct temperatures.
- Kitchen Sanitization — On top of regularly sanitizing throughout the day, we also fully deep clean and sanitize our entire kitchen at the beginning of the day and at the end of the day, every day. We utilize sanitizing products we purchase through Ecolab, a well-known and reliable source.

- Mandatory Sanitation — Constantly we have been sanitizing high traffic areas such as all door handles, desks and windows.
- Office staff — Our office staff has not been allowed into the building. Instead they have been diligently working from home during this time.
- Kitchen Team — The kitchen staff will be the only members of our team allowed within our kitchen walls. This will allow the food production to happen in a sterile and well organized area with limited traffic.
- ServSafe — Any of our team members who come in contact with food or alcohol in any way shape or form must be ServSafe certified. We are pleased to say we just renewed our team’s certifications and they have all passed with outstanding scores.
- Packaging — All of the meals will be packaged in bags after each item has been individually wrapped for safety.
- Utensils — If a meal requires utensils, we have obtained prepackaged cutlery kits. These kits include a napkin, a fork, a knife, salt and pepper in a sealed package done at the manufacturer.
- Delivery vehicles — Our delivery trucks are sanitized on a regular basis. Each truck has a documented cleaning calendar, checklist and sign off. Each truck is reviewed, cleaned and signed off daily. They will also be sanitized prior to and following any delivery.
- Hand off — The hand offs will take place between our driver and a designated medical staff member. There will only be one staff member and one backup staff member allowed to initiate the hand off. Our drivers will open the truck doors, pull the delivery to the edge of the truck and be sure it is easily accessible to the medical staff member. The delivery driver will then return to the driver seat. The designated medical staff member will remove the items and place them onto their cart for delivery within the building. Our delivery drivers will not be allowed to enter the medical facility and will be required to remain in the vehicle while the medical staff member removes the delivery.

We hope these items help reassure you that our staff, our communities and our medical professionals will all remain safe during this project. We want you to be happy about your donations, in an effort to assure you further please reach out to us at [info@abritincatering.com](mailto:info@abritincatering.com) or by calling us at 612-339-0222 and asking for our donations coordinator if you have further questions.

From our family to yours,

A'BriTin Catering