



**RAPIDLY RESPONDING
TO EMERGENCIES
WITH CRITICAL
CAPABILITIES**

aramark 

ARAMARK BRINGS DEEP EXPERIENCE AND ROBUST SERVICES TO QUICKLY SCALE FACILITIES, DINING AND EVS — IN A CRISIS AND EVERY DAY

Aramark is a global leader in facilities management, environmental services, food and nutrition services and uniform management. To date, Aramark employs more than 280,000 service associates providing these valuable services in hospitals, higher education institutions, K-12 schools and businesses in over 19 countries. The sheer size and market diversity allow our teams to rapidly scale to meet any project.

A HISTORY OF RAPID RESPONSE TO BUSINESS CHALLENGES

Thanks to our vast network of experts and resources, Aramark has a long history of rapidly responding to world-wide, national and regional emergencies.

Feeding People in Natural Disasters

Immediate response in a disaster, such as a hurricane, includes getting food services to impacted citizens and first responders quickly. Aramark has taken the lead during several natural disasters thanks to a wide-ranging network of operations in a variety of industry sectors, including healthcare, higher education and manufacturing. During several of the nation's major hurricanes, local Aramark operations have joined forces to mobilize food delivery to impacted areas. In fact, we're often on the front lines of mobilization, creating a pathway to a large venue, such as an arena or university campus, to set up support.

ARAMARK RESPONDS RAPIDLY TO HOSPITALS' COVID-19 EMERGENCY

When COVID-19 hit the U.S. shores, the nation's hospitals had to respond quickly. Aramark jumped into service for several partners, delivering a rapid response to their ever-changing needs in three critical areas: food nutrition services, facilities management and environmental services. With Aramark teams on-site, the speed with which the hospitals are able to ramp up for the crisis helps them operate more effectively and safely, treat a larger number of patients, and ensure patients receive optimal medical care.

SEE HOW OUR FACILITIES MANAGEMENT, ENVIRONMENTAL, AND FOOD AND NUTRITION SERVICES CAN MAKE A DIFFERENCE.

Food and Nutrition Services

Traditionally, hospital dining services teams ensure that all patients, staff members and visitors have convenient access to nutritious dining options. In a crisis, they can also provide additional support in a wide variety of ways, including ensuring food safety and quality for patients and essential employees. Here are some of the ways Aramark teams help hospitals rapidly respond to special COVID-19 dining needs.

DINING IN ALTERNATIVE CARE FACILITIES — Prepare and deliver nourishing meals for patients and staff in emergency facilities

DIETARY TELEHEALTH — Move outpatient dietitians to telehealth visits, providing patients with options for a telephone call, video chat, or to reschedule

FOOD DONATIONS — Leverage centralized kitchens and repurposed customer sites to serve as commissary kitchens to provide meals to communities, including 24,000 meals a day through Chicago Public Schools

SNACK BASKETS — Deliver convenient snacks to departments

HOME MEAL SERVICES — Provide staff members with meals to take home for their family members

SOCIAL DISTANCING — Implement a marking system for café and retail spaces, and remove chairs to encourage 6 feet of separation

OPTIMIZE RETAIL — Alter retail operations to reduce unnecessary exposure, while still maintaining a safe and sanitized location for staff meals

VIRTUAL ROUNDS — Transition dietitians to virtual medical rounds to maintain exceptional patient care and a safe environment

Pop-Up Convenience Stores for Essential Workers

Essential employees are on the frontlines of the COVID-19 pandemic. They must work to provide a wide range of critical services to their communities — such as taking care of patients, keeping healthcare facilities clean, keeping facilities running and procuring goods and services. But who is taking care of them? Aramark is leading the way in fulfilling this dire need at several locations with a swift response and a wide range of emergency provisions, such as pre-bagged lunches, meal kits and pop-up convenience stores selling essentials like toilet paper, milk, bread and hand sanitizers.

Emergency Meal Service

At Aramark and Good Uncle, we are united by our passion to serve warm, comforting to-go meals to healthcare workers on the front line. We are thrilled to visit hospitals in the Philadelphia area to provide meals to hospital staff, medical personnel and Aramark team members.



Facilities Management Services

Aramark provides facilities management, operations, and engineering services daily. In a crisis, this same team provides a variety of emergency needs, such as patient room modifications, surge spaces for patient care, mechanical systems validation, and maintenance oversight. Here are some of the many ways Aramark facilities and engineering teams are helping hospitals rapidly respond to special needs created by COVID-19.

CREATE PATIENT SPACES — Provide options for patient care and repurposing non-healthcare space into temporary care centers

ENVIRONMENTAL SYSTEMS — Provide airflow validation and negative pressure testing to existing and proposed spaces

PATIENT BAYS — Set up individual bays with optimal nursing team workflow and line of sight for screening potential COVID-19 patients

CONTAINMENT TENTS — Set up containment tents inside the ambulance bay overnight

UTILIZE CLOSED UNITS — Bring closed units back up to operating standards for patient use

TESTING TENTS — Set up and take down drive-up testing tents on a daily basis

SAFE SPACING — Install safe spacing markers for social distancing throughout the site

Constructing Emergency Facilities

One hospital requested that an emergency containment tent be set up in the ambulance bay as quickly as possible while working with ever-changing FDA guidelines. Overnight, the Aramark team had the tent set up and ready for operation. The same facility also requested that individual bays for screening potential COVID patients be created within another tent, which specifically needed optimal workflow and line of sight for the nursing teams. It was also available within 24 hours.

Facilities Services at 3,000-Bed Alternative Care Facility

As the city of Chicago deals with more than 40,000 hospitalizations, emergency crews set up the McCormick Place with over 3,000 extra beds. Aramark's facilities services provide set-up and ongoing support to keep the operation running in top form.



Environmental Services

Everyday EVS teams ensure that hospitals and patient rooms are maintained to the highest level of cleanliness to deliver medical services and patient care. In a crisis, they can also provide additional support in a wide variety of ways. Here are some of the ways Aramark EVS teams help hospitals rapidly respond to special needs created by COVID-19.

EMERGENCY CLEANING — Install decontamination tents in ambulance bays and waiting rooms

COVID-19 CLEANING — Provide traditional Tru-D cleaning procedures with additional cleaning in high-touch common areas and COVID-19 aggregation units

SHOWER ROOMS — Convert staff sleep rooms into shower rooms, which are cleaned multiple times per day

UNIT AIRFLOW — Assist in the redesign of the entire unit airflow for COVID-19 patients

SUPPLY SOURCING — Collaborate with supply chain to ensure steady supplies of disposables, disinfectant, hand sanitizer, soap, etc.

MASK STERILIZATION — Work with manufacturers and major suppliers to support innovation on the use of UV light for sterilization purposes

SCRUBS CLEANING — Create supplemental laundry vendor workflow to handle massive scrubs use

AMBULANCE TRAFFIC — Assist with the construction and layout of cubicles and ventilation for increased ambulance traffic

TRANSPORTERS — Ensure extra transporters were stationed in entry lobbies

Preparing for Mask Sterilization

One of the challenges of the COVID-19 crisis has been a shortage of masks for healthcare workers. When the FDA approved a re-cleaning process for used masks using UV sterilization, Aramark teams set up spaces in preparation for using the technology if supplies ran short. Preparation included identifying stations where UV light can be used and set up according to guidelines. These spaces were ready to activate when needed, so the hospitals are prepared ahead of time.



HERE ARE JUST A FEW OF THE WAYS WE ARE SERVING COMMUNITIES AFFECTED BY COVID-19:

We're partnering with the Debra and Leon Black Family, Mayor's Fund to Advance New York City, Robin Hood and American Red Cross to launch "NYC Healthcare Heroes" and provide 300,000+ packages of shelf-stable food, household supplies and medicine to hospital staff at the epicenter of the virus.

At McCormick Place in Chicago, Aramark is providing EVS in the 3,000-bed alternative use facility and may provide additional linen and food services, as well. We are also reaching hungry members of the community by serving 24,000 meals per day through Chicago Public Schools.

For the New York State South Beach Psychiatric Center, Aramark provides facility maintenance and engineering support for a psychiatric hospital quickly converted to treat COVID-19 patients. Leveraging its Engineering and Assets Solutions division, Aramark oversees the day-to-day maintenance and engineering of this facility during the pandemic, including management of all trades, service contracts and daily needs (24/7 - 3 shifts). Our Engineering and Asset Solutions division assures all service maintenance contracts are in place to provide proper maintenance for the equipment and to address any major building or mechanical repairs.

Are you ready for an emergency response?

No business knows when an emergency will hit them. Being prepared with a partner who has the expertise and ability to scale critical services rapidly ensures your organization will be ready for anything.

Contact Aramark today to learn more about having your own rapid response team on speed dial.

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