

Making Lemonade

(While Wearing PPE)

CHEF ADAM GRAFTON • APRIL 21st, 2020 • LEADING AGE TEXAS

January 20, 2020

(The day before the first COVID-19 case in America)





January 21, 2020

(First COVID-19 case confirmed in Washington State)



We've been handed some lemons

(Operations & Quality Assurance)

- Communal Dining Shifted to Room Service & Take-Out
- Lack of Socialization
- Activity Levels Down
- Independent Living “New” Service Model
- Technology
- Personal Protection Equipment (PPE)
- Policy & Procedure Updates
- Procurement
- Menu Development
- Emergency Supplies



Making Lemonade

(Best Practices)

- Take-Out & Room Service Experience
- Online Grocery & Pop-Up Markets
- Engagement: Themed Room Service Options
- 10&2 Time to Groove
- Provision's Guide for Fresh Meals and Grab & Go
- Cell Phone Apps for Internal Staff Coverage
- 21 Day Room Service Menu
- Functional: Focus on Quality & Flexibility
- Operational Resources Guide



A vibrant rainbow arches across a bright blue sky with scattered white clouds. Below the rainbow, a lush green field stretches across the foreground. In the middle ground, a two-story brick house with a red-tiled roof and several windows sits on the edge of the field. The overall scene is bright and optimistic.

Looking Forward

(Applying what we've learned)



Thank you
(Shall we discuss?)

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