

Client Emergency Cancellation, Closure, and Inclement Weather Procedure

When emergency cancellations or closures occur at your school, your safety, and overall wellbeing is always CKC's top priority. Please follow the procedures below to avoid unnecessary meal costs associated with emergency closures.

What time of day should school closures be reported to CKC Good Food to avoid unnecessary meal costs?

We must receive notice of school closure before 3:00 AM, the day of the closure.

Even if your school closures are reported to media outlets or follow other district closures, CKC must still be notified.

Cancellation must be received prior to 3:00 AM to avoid full meal charges. Information must be provided by SFA that meals are requested to be pushed to next service day, providing MDH regulations for safety are adhered to.

Who at CKC Good Food should be contacted about school closures?

1. Text **and** email your name and the school location(s) you are reporting "closed" to the phone numbers and email addresses listed below. If texting is not available, you must call Matt Anderson 651-333-0350.

You can send one message via text by entering the phone numbers with a semi-colon (;) to separate each entry. i.e., 6513330350;6512767836;7633582221;6122714350

Matt Anderson	651.333.0350	matt.anderson@ckcgoodfood.com
Matt Hasse	651.276.7836	ovens@ckcgoodfood.com
Joel Wight	763.358.2221	Joel.wight@ckcgoodfood.com
Ed Harr	612.271.4350	Ed.harr@ckcgoodfood.com
Your CKC Kitchen Manager		If CKC personnel manages your school kitchen, please call them to report your school closure as well as the four names listed above. Thank you!

2. **If CKC Good Food manages your school kitchen, please text your CKC kitchen manager.** The kitchen manager will inform the other CKC Good Food kitchen staff of your decision to close the school. You must also notify Matt Anderson, Joel Wight, Matt Hasse, and Ed Harr of the school closure.

Will the school/childcare center be invoiced for meals if notice is NOT received by 3 AM on the day of the school closure?

Yes, your school will be invoiced using your contracted meal price for the meals ordered on that service day.

Will the school menu be changed when school is back in session?

There are several variables that need to be considered when making this decision. Food safety and the integrity of the food is our first consideration. The number of days that the school was closed is also a determining factor. To avoid charges for a planned and prepped meal, our goal is to push the meal forward a day. However, this is not a guarantee. There have been instances when schools have been closed for more than one day, or another example is if the closure happened on Friday and then again on a Monday. CKC must follow Minnesota Department of Health (MDH) guidelines for safety of meals. Meals have a seven-day window from thawing to serving. This means that meals may have a 4-day push even though the window was 7 days. MDH stipulates that prep starts when the food is pulled for thawing.

If the menu is pushed forward a day, will the meal counts also be pushed forward a day?

Yes, we understand that you order meals based on student participation. That said, if Monday's meals were cancelled due to inclement weather, and CKC can push Monday's meals to Tuesday, CKC will also push Monday's meal counts to Tuesday.

If the school is scheduled to receive pizza from a third-party vendor (such as Dominos) on the day of school closure, will pizza be served on a different day during that week?

Pizza days cannot shift within a week. Pizza is provided for many schools by a third-party vendor. Therefore, if school is closed on a vended pizza day your school will not get pizza that week.

Please note: Since the pizza vendor must thaw the whole grain dough and cheese days in advance, there will be a charge of \$1.75 per whole grain pizza crust that was disposed of due to food safety protocol and the inability to re-freeze. **Example:** Pizza was on the menu for Monday and Monday is closed due to inclement weather. The customer will be invoiced \$1.75 per whole grain pizza that was ordered on your behalf.

If the school wishes to stay on the planned menu regardless of school closure, is this a possibility?

We understand that your school may wish to stay on the planned menu regardless of a school closure day. In this case, CKC would need to dispose of the prepared food and invoice the school the full contracted price for requested disposed meals. If your school wants to remain on the originally planned menu, email both Daniel Schultz Daniel.schultz@ckcgoodfood.com and Matt Anderson Matt.anderson@ckcgoodfood.com at the time you are cancelling meals. Daniel and Matt will verify via email that the menu will be followed as written and that you will be invoiced for all meals disposed at contracted prices.

Additional Circumstances:

Offsite Kitchens (CKC kitchen managers that order food and prepare food onsite)

Vendor Deliveries – (for example Upper Lakes Foods, Milk, Bread)

CKC kitchen managers in cooking schools will verify with our vendors regarding scheduled delivery status on weather emergency day. Some vendors have notified us they will not change delivery day in most circumstances, including bad weather. If the scheduled delivery moves forward, it is the responsibility of the school to provide access to the school for the delivery. The CKC kitchen manager will keep in close contact with the contracted Vendor's delivery driver or manager, so our CKC Manager knows when they need to arrive at your school to receive the delivery. The kitchen manager or other CKC staff will arrive at your school at the estimated time of delivery. The CKC Kitchen Manager will be at the school to receive the delivery(s) and to put the food and supplies away. No other duties will be performed besides taking care of the delivery(s).

If the school has an alarm system and CKC staff does not have access, the school will need to have someone at the school level accept the delivery(s) and ensure that the product is placed in the correct location (cooler, freezer, dry storage). Please note that our current food vendors do not cancel deliveries. Therefore, our manager will need to have access to accept delivery, or a school employee may need to accept delivery and place items in the cooler, freezer or dry storage.

- If the delivery cannot be made to your school, the vendor will deliver to CKC Good Food. A fee of \$300.00 will be invoiced to the school. CKC will have to accept the food in, store it, and re-deliver.

Daily Meal Deliveries Late Due to Inclement Weather

Unfortunately, sometimes the weather and traffic situations can cause delays with deliveries. The CKC management team and our drivers are in constant communication. If there is a delay in delivery, CKC will contact you as soon as possible. Please make sure the correct contact person/s and phone number(s) that we should call to report a late delivery are on file at CKC. You can provide that information to your Customer Service Manager.

Backup Meal Plan

CKC strongly recommends that you take advantage of our backup meal plan so that you always have a reimbursable meal ready to serve if unforeseen circumstances occur. This includes late deliveries due to inclement weather or unforeseen increased meal participation. Contact your Client Services Manager to discuss your needs and how to order backup meals.

At-Risk/Shelter Facility Procedure

If your location is an At-Risk/Shelter Facility, CKC highly recommends the following pre-planning to assist in these situations.

1. Monitor the weather reporting for future inclement weather situations.
2. If inclement weather is pending, CKC recommends that a cold dinner option be ordered.
3. Cold dinner options must be ordered and delivered **prior** to a pending weather situation.
4. Have a backup meal plan in place if a delivery cannot be made.

To place the additional cold dinner option, please follow the standard process for ordering meals. Also, contact Daniel Schultz daniel.schultz@ckcgoodfood.com and Tyler Lowry tyler.lowry@ckcgoodfood.com to assist in making sure that the order is delivered before the weather changes.