

LUNCHBOX ORDERS RESPONSE | COVID-19

As the return to school draws near, the Lunchbox Orders Team is prepared and ready to assist with the safe implementation of your school's lunch program.

What you can expect from us

- The Lunchbox Orders Team will work with you directly to gather clearly defined delivery instructions ensuring your school protocols and safety requirements are followed.
- A comprehensive communication plan is in place to inform and reinforce school delivery protocols with vendors. Delivery instructions will be shared with vendors on the following communications:
 - August Vendor Newsletter
 - Vendor FAQ
 - School Delivery Confirmation (delivery details provided to the vendor including delivery times, dates and contact details when the school lunch delivery is confirmed)
 - Weekly Order Reports
 - Delivery Reminder
- Marketing packages will be quarantined a minimum of three days prior to being shipped to schools.
- If your goal is to minimize print materials to be sent home, additional digital marketing resources will be available to assist schools with promoting the Lunchbox Orders program to the parent community.

Vendor Requirements

With all of our restaurant partners, the health and safety of customers, school delivery programs and employees are a top priority. Restaurants and food vendors have heightened protocols and safety measures in place to ensure meals are safely prepared and delivered. Our restaurant vendors are adhering to the food safety guidelines established by the Government of Ontario and Public Health.

These practices include:

- Physical distancing
- Increased hand washing
- Increased cleaning and sanitation
- Wearing gloves when touching common surfaces

- Wearing face coverings (masks and/or shields) at all times
- Adjusted and staggered work schedules and breaks
- Workforce tracking

In addition to these guidelines, many vendors are taking extra precautions, such as daily temperature checks and health questionnaires.

What you can expect on lunch delivery days

- School delivery instructions will be clearly printed on delivery order reports.
- Delivery drivers will be required to wear masks and sanitize hands before picking up the food at the restaurant and before bringing food into the school.
- Lunches will be delivered by the vendor; in a grab and go format, individually packaged, organized by classroom and labelled by student. **
- Cutlery (when applicable) will be individually packaged.
- Contactless delivery is available. The following details will be confirmed when coordinating contactless delivery:
 - A designated delivery area is to be determined. Options for contactless delivery may include school entrance, vestibule or outside (weather permitting) in front of the school entrance.
 - Delivery drivers will call the school upon arrival to confirm the lunch delivery has arrived.
 - The school will be responsible for placing a table in the designated delivery area.
 - The delivery table is to be sanitized (by school staff) before delivery.
- Lunch distribution will be monitored by a designated school contact to ensure lunches are delivered to the correct classrooms.

*** Pizza slices may not be organized by classroom or labelled by student. Pizza programs will be defined school by school as per school requirements and local pizza options available. Individually packaged pizza slices are offered by select vendors.*

Recommendations for your school

- Provide defined lunch delivery instructions to your Program Manager as per your school's safety protocols. Lunchbox Orders will communicate delivery instructions to the vendors and will reinforce implementation.
- Ensure a sanitized table is placed in the delivery area before the daily lunch delivery.

- Designate a school staff member to oversee the lunch distribution to each classroom.
- Share delivery reports with teachers (as provided Monday morning by Lunchbox Orders) to prepare and communicate the daily classroom delivery details.
- Distribute the Lunchbox Orders lunch delivery FAQ to all school staff and classroom teachers. (See appendix 1)
- Communicate to school staff that if there is a lunch related question or a missing lunch, please call the Lunchbox Orders Team directly for immediate assistance at 1.877.426.6860.

APPENDIX 1 | LUNCH DELIVERY FAQ

These are the commonly asked questions that come up during the school lunch distribution.



If you have a question or concern that is not covered below, please do not hesitate to give our [Customer Service Team](mailto:info@lunchboxorders.com) a call at **1-877-426-6860**

FREQUENTLY ASKED QUESTIONS

1. What do I do if a vendor is late?

- If your scheduled lunch delivery is more than 10 minutes late, call Lunchbox Orders immediately and we will contact the vendor directly to obtain an ETA.

2. What do I do if a lunch is missing?

- Reference the order report to confirm if the student is noted on the classroom list. If the student is NOT listed on the class's order report, an order was not placed for this student.
- Check with the Main Office to see if the lunch was missed during pick-up or returned to the office.
- When the lunch is confirmed as missing, call Lunchbox Orders and we will assist with having a new lunch delivered or finding an alternate solution.
- Please CALL us with lunch related issues (do not email). Our priority is to promptly address all inquiries.

3. What do I do if there is an error with an order?

- Reference the order report to confirm that there is an error with the lunch order.
- Call Lunchbox Orders right away and we will determine a solution with you on the spot.

4. What do I do if someone is sick or away?

- This decision is guided by your school policy. Check in with the School Administration or the Lunch Program Coordinator at your school to confirm how to handle a lunch for a student that is away.

5. What do we do if there is inclement weather and buses are cancelled?

- This is dependent on your school policy. Check in with your School Administration or Lunch Program Coordinator to confirm the delivery plan when busses are cancelled.

6. What do I do if I find that a student is listed under the wrong classroom or under staff room?

- **Teachers and Lunch Supervisors:** If you receive a lunch to your classroom that belongs to a student in a different class, please contact the office and arrange to have the lunch safely delivered to the correct classroom.
- Advise the parent or guardian that they need to update the student's profile on their Lunchbox Orders account to avoid future mix-ups.
- If contacting the parent / guardian is not possible, let us know and we can correct the error.



When in doubt, give us a call and someone from our Customer Service Team will happily help! We can be reached at **1-877-426-6860**