This document explains the emergency preparedness procedures to implement in case of a power or internet outage.

Note regarding links: This document contains links to articles on the MealSuite Resource Center, which is available if you have a MealSuite system login.

Content

Create Emergency Menus

As part of you facility's emergency preparedness procedure, it is recommended to create daily emergency menus. For example:

- Emergency Menu Day 1
- Emergency Menu Day 2
- Emergency Menu Day 3

Create the emergency menus as special event menus. A special event menu is a single day menu designed for emergencies and festive occasions in which the standard menu cannot be served. Each emergency menu would be scaled down from a standard day and consist of the three meal periods of breakfast, lunch and dinner, and consist mostly cold food, such as sandwiches, canned fruit, etc.

Print Reports and Save to Flash Drive

Generate the following reports on a regular basis as needed, and print paper copies and save to a flash drive:

- Allergy List Report (People)
- Dietary Profile Report (People), or the Meal Service Report (People) and the Snack Service Report (People).
- Generic Select Menu (People) for diets/textures used in your facility.
- Diet Extension Report (Menus) for the each emergency menu.
- Recipe Cookbook Report (Menus) for each emergency menu.
- Week-at-a-Glance (WaaG) Report (Menus) for your currently scheduled standard and snack menu. Generate the report for all weeks.
- Diet Extension Report (Menus) for your currently scheduled standard and snack menu. Generate the report for all weeks.
- Recipe Cookbook (Menus) for your currently scheduled standard and snack menu. Generate the report for all weeks.

Print the Fluid Sub Grid and Save to Flash Drive

Generate and print a paper copy of the fluid sub grid each time it changes and save to a flash drive.

Procedures

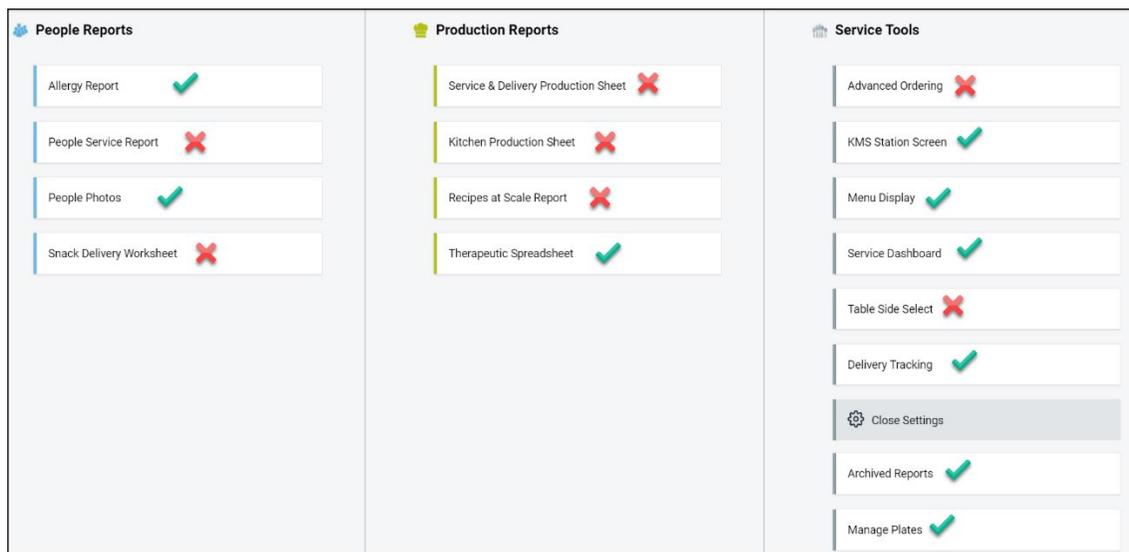### No Power and No Internet

In the event of a power and internet outage, you can reference the paper copies of the reports or use a laptop with battery power and insert the flash drive to pull up the reports. You would then use these reports to handwrite the meals for the residents. If your kitchen requires an exact count of items needed for production, you will have to do a hand tally.

Power but No Internet

In the event of an internet outage, and there is still power, you can reference the paper copies or the flash drive copies of the reports. For each resident, you can print a Generic Select Menu (People) from the flash drive and handwrite their name on a meal, correcting any details as necessary. If your kitchen requires an exact count of items needed for production, you will have to do a hand tally.

MealSuite is Offline; Touch and POS are Online

If Mealsuite is offline, then Touch will continue to function but in a reduced capacity because data from MealSuite would not flow to Touch. The screenshot below illustrates the affected Touch features when MealSuite is offline.

When MealSuite if back online, then MealSuite and Touch will begin the synching process for Touch to become up-to-date.

As to POS, if the POS location is enabled with personal menus, then POS will present an error message that MealSuite is offline. If the POS location is using the standard regular diet/regular texture (i.e., not associated with personal menus), then POS will continue to function.

Touch is Offline

The reports that are available to print in Touch are also available in MealSuite. Therefore if Touch is offline, use MealSuite to print the reports, which are as follows:

- [Allergy List Report (People)](#)
- [Meal Service Report (People)](#)
- [Snack Service Report (People)](#)
- [Snack Delivery Worksheet (People)](#)
- [Service and Delivery Production Sheet (Production)](#)
- [Kitchen Production Sheet (Production)](#)
- [Recipes at Scale (Production)](#)
- For the advanced ordering (AO) and table side select (TSS) service in Touch, you can print the [Person-Specific Select Menus (People)](#) and distribute them to each resident to mark their choices.

POS is Offline

If POS is offline, then you can print the [Person-Specific Select Menu (People)](#) or [Generic Select Menu (People)](#) to take residents' orders. The price book in POS would need to be referenced when taking the orders.

Therefore [export the price book to an Excel® file](#). You will have to manually calculate any taxes for ordered menu items.

Note: When POS is back online, it is possible to retroactively enter orders in it. This would be useful in which a meal plan needs to be decremented. To have an order retroactively entered in POS, please contact MealSuite support.

www.mealsuite.com

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