



Memo

From: Nataliya Krylova, CEO
To: Global Meals Consumers and Caregivers
Date: Friday, March 13, 2020
RE: Consumer Meals Deliveries During COVID-19 Crisis

Dear Consumers and Caregivers:

The health and safety of our consumers, staff, and the public are very important to us. Global Meals takes the Coronavirus, or COVID-19 concerns seriously and plans to take every precaution possible to ensure your safety and that of our staff. In addition to the already established cleanliness and sanitary rules, regulations, and precautions Global Meals has in place, we will comply with all state and health department directives issued to help prevent the spread of Coronavirus.

In addition to the currently established agency and compliance practices, Global Meals will include the following actions as part of its standard practice while the state is experiencing this Coronavirus crisis:

- Each office and delivery staff person will receive training on best practices related to the prevention of the spread of the Coronavirus, as well as recognition of potential symptoms of the virus itself. As local and statewide updates are issued, Global Meals will continue to keep staff informed of developments related to the Coronavirus.
- Global Meals has policies in place related to recognizing and reporting consumer concerns. Any concerns regarding a consumer will be reported to their case manager for further follow-up.
- Each delivery vehicle will be stocked with face masks, gloves, hand sanitizers, and bacterial wipes.
- During the time of the Coronavirus crisis, as identified by the state of Ohio and health departments, Global Meals will not require a signature from consumers. Instead, drivers will note the time the consumer or approved caregiver comes to the door to retrieve their meals. (Consumers funded under “Cuyahoga Options Program” are still required to sign for the meal delivery)
- After each meals’ delivery, the delivery staff will use hand sanitizer before proceeding to the next delivery.
- For consumers who are authorized for seven (7) meals weekly delivery, Global Meals will modify meal delivery schedule to every other week to help minimize contact. For example, if a consumer receives a weekly delivery of seven (7) meals, they will instead receive fourteen (14) meals every other week. Please note these deliveries may take place on a Saturday or Sunday instead of the regularly scheduled delivery day. Consumers will be contacted should this step be necessary.

Website: www.globalmeals.com
Email: help@globalmeals.com
Fax: 614-228-1746



GLOBAL MEALS

TASTE THE DIFFERENCE

Toll Free: 1-888-828-2323
Cleveland: 216-292-2003
Columbus: 614-252-4813

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- Global Meals will continue to serve the same quality meals with excellent service to you, using additional safe, sanitary practices to help prevent the spread of Coronavirus. These added precautions are taken seriously, with the best interest in safety for both you, our consumer, and our staff.
 - Should you find a need for additional meals, please reach out to your case manager to request an increase in meals to minimize your trips to the grocery store. If you are not sure who your case manager is, feel free to contact our office and we will contact your case manager on your behalf.

Please feel free to contact our office at (888) 828-2323 or email help@globalmeals.com should you need additional information regarding these changes during the Coronavirus crisis. Thank you for allowing us the continued opportunity to provide meals.

Sincerely,

Nataliya V. Krylova 03/13/2020

Nataliya Krylova, CEO
Global Meals

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“Global Meals come from around the world to serve a healthy, nutritious meal to meet the nutritional needs of older adults in any community.”