

Region One Education Service Center
Child Nutrition Program - South Texas Cooperative
Webinar Notes/ Tips and Tricks for COVID-19

TDA Weekly Update 04/15/20 Notes:

- Square meals website updated daily with Q&A/ FAQ information (information is removed/changed due to federal updates)
- Changes to Site Location designations on TX-UNPS site application and open site area eligibility(only approved for SSO and SFSP, TDA still working on CACFP).
 - Sites applications must be designated as CV Grab and Go (GG) or CV Home Delivery (HD). CEs must update existing site information and/or enter new site locations for those who deliver to community via bus route with the correct designation.
 - Site application cannot be deleted/modified if created with only CV (Covid-19) designation. Must contact TDA at squaremeals@texasagriculture.gov/877-TEX-MEAL to update application with correct designation of CV GG or CV HD.
 - Examples of CV GG sites: parents pick up at school locations via curbside distribution and bus routes that stop at several locations and have individuals pick up the meal at the bus and leave. Site application for bus routes must include the address of the first stop. CE's do not have to enter a site application for each place the bus stops, but may do so at their discretion.
 - Examples of CV HD sites: Meals are directly delivered to a household. Site applications must be completed for each household delivery to include the specific delivery address.
 - Schools can have mult. Site applications with both designation types... CV GG 01(elem school), CV GG02 (bus route), CVHD 01, CV HD 02.
 - Area Eligibility waiver for open sites are only approved for areas that are in need and not out of convenience of travel. i.e. an affluent area that is not established as 50% free/reduced price (area eligibility) but due to the pandemic households in that area have higher unemployment rates and are now considered low income.
- An intake form must be submitted prior to serving at/opening a CV site, for claims recording purposes.
- Waiver approved to serve mult. days for CACFP program.
- CE's are still required to complete all documentation/record keeping requirements per program
- Meal pattern flexibility intake form must be submitted to TDA and are only approved when documentation of issues obtaining component and meeting criteria are provided and retained for audit purposes, i.e. only 2% milk is available for purchase.
 - Documentation must be from manufacturer indicating the unavailability of product(s) and **must provide information on when they expect product to be available again**. TDA has developed a COVID-19 Meal Pattern Flexibilities Intake Formv for CEs to request this waiver. CEs should complete and submit this Intake Form only after the CE has actively attempted to purchase the necessary items to comply with the meal pattern requirements. The date range entered on the Intake Form must align with a reasonable procurement cycle or delivery schedule. The ending date entered will be the day before your next scheduled shopping trip or date of next food delivery. If in the next cycle that item or a different item is still unavailable, a new form must be submitted. If the waiver is granted, the CE should continue to attempt to procure the item from alternative sources and notify TDA if the waiver is no longer needed. CEs must track the number of meals served that do not meet the meal pattern and will be required to document all meal component substitutions and any efforts to procure the missing component. Refer to the Meal Pattern Substitution Reference Guide on SquareMeals for examples of documentation. Requests will be analyzed on a case-by-case basis to determine if individual CEs are experiencing a disruption to the availability of food products resulting from the impacts of COVID-19. Approval will be limited to affected sites and/or geographic areas where CEs operate. CEs approved for this waiver must comply with the instructions provided by TDA. TDA expects and strongly

encourages CEs to maintain and meet the nutrition standards for each Program to the greatest extent possible. TDA stands ready to provide technical assistance and to offer alternatives to help CEs meet meal patterns. As a reminder, Federal procurement regulations at 2 CFR 200.320(f) allow procurement by noncompetitive proposals when there is a public emergency. More information about emergency procurement is provided below. Per USDA, the meal pattern waiver remains in effect until April 30, 2020, or until expiration of the federally declared public health emergency, whichever is earlier. The COVID-19 nationwide meal pattern requirement waiver is located on USDA's FNS Coronavirus webpage.

- **USDA has released memos for the approval of serving food in bulk. TDA is allowing the items to be provided in bulk so long as they do not provide more than the serving amounts for each meal. CE's cannot give more than the allotted amount for each meal. Bulk items must have identifiable information as to what meals/how many servings are included. More guidance can be found on Q&A/FAQ on this topic.** When providing multiple meals at one time, CEs may provide bulk items as long as individual meals are easily identifiable as a reimbursable meal. When implementing such a delivery mechanism, CEs:
 - Must include the required food components in the proper minimum amounts for each reimbursable meal being claimed;
 - Must ensure that food items are clearly identifiable as making up reimbursable meals;
 - Are strongly encouraged to provide menus with directions indicating which items are to be used for each meal and the portion sizes;
 - Should consider whether households have access to refrigeration, stoves, microwaves, etc., when providing food that requires refrigeration or further preparation, such as reheating; and
 - Should ensure that only minimal preparation is required, and that food is not provided as ingredients for recipes that require chopping, mixing, baking, etc.
- A task force is being developed by TDA to assist with USDA Foods issues and manufacture production/delivery issues (trucks not delivered/re-routed) Manufactures informed TDA that they do have grab and go items and substitutions.
- FFVP was not included in the approved programs in which COVID-19 waivers were approved thus, newly adopted temporary regulations do not apply. If school wishes to provide and claim for this program, child(ren) must be in the vehicle or at the pick-up location USDA memo 04-09-20.

SNA Training Zone Webinar: COVID-19 Series: Tips for Effective Communication with Your Community During COVID-19 School Closures

- Ideas of posting important information during COVID-19: Samples from different ISDs on how they're doing it.
 - Ensure ISD websites include important information
 - School closures, meal service locations, COVID-19 tips
 - Interactive maps (pretty cool and similar to Google maps) Massachusetts sample
- Mass Emergency Notification Systems
 - Robocalls/Text messages – just like ROESC is using
 - Listserve Emails – mass email to all parents (similar to our d-list)
- Digital Learning
- Clear Messaging (RE: COVID-19)
 - Social Distancing may mean something to one person and something totally different for other people. - sample slide picture attached.

An important message I took from this webinar was "In order to take care of anyone else, we MUST TAKE CARE of OURSELVES"

- FNP staff is on the frontlines which will also show importance year round
- Publish menus (Grab & Go and/or deliveries)
- List all feeding site closures on social media
- List where meals can be found

SMAPLE – to be updated

- Share with parents about Spectrum free/specials for internet (distance learning)
- Use Facebook to notify how important notices will be communicated (text, email, phone calls)
- Encourage teachers to remind students and parents where feeding sites are located. This happens during distance learning. (Personal note: having teachers all around me, I can say they aren't being instructed of this but I think it would be great. My sister and Isaac have to check in with their kids daily but isn't something they have been instructed to say/do.)
- Families who are being quarantined due to testing positive should also have access to meals via delivery
- Culinary videos to show how meals should be cooked and/or served can be posted on social media
- Collaborate with news, city officials and parishes to get message out that meals are available for students and families
- If possible do an online ordering system to know how many meals to prepare for
- When communicating take into consideration the following
 - Language
 - Low literacy
 - Visual and hearing impaired
- Post instructions on how meals should be picked up (health and safety of FNP employees)
- Leave meals on doorsteps, texts when delivered (similar to UberEats) this reduces interaction with others (again health and safety)
- Include positive notes from teachers and/or FNP staff for students, at this time they are missing their routines, their friends and teachers, school is actually home for most

Have FNP staff read books to share with students

Various ways to reach out to the community.

Websites:

- **School Websites** are a main portal School Districts to convey important information and need, to be easy to navigate with
Current information for current parents students, staff, and community.
- **Departmental Web pages** can communicate feeding sites, site hours., menus and closures/consolidations

Mass emergency notification systems:

- Robocalls and text messages (Automated phone calls and messages with important info).
- Automated emails can convey large amount of information.

Digital Learning via Educators and Staff:

- Checking in with students and families regularly via virtual classrooms.
- Direct link that can provide families with critical information quickly.

Digital Platforms to connect with Families:

- Zoom (free account during pandemic).
- Google classrooms, free web service for schools.

Social Media Communications:

- Choose channels with most followers/engagement
- Use district channels
- Coordinate messages with other partners (food bank, industry, churches)
- Encourage all staff and community members to share

*Make your messages Clear and to the point, specific and concrete. Shouldn't leave people who read it have questions.

SMAPLE – to be updated

* Be mindful of language barriers, try to publicize messages in multiple languages and in multiple ways (i.e. illiterate or visually/hearing impaired)

***State agencies and hunger Relief Organizations can provide Helpful Resources such as:**

- Offer templates graphics and other tools for media communication
- offer a broad reach to share out information
- great resource for families in need of food



Meal Storage and Heating Instructions Instrucciones de almacenamiento y calentamiento de comidas

We hope you enjoy your meals! Please take a few moments to read the information below regarding storage and preparation of your meals. ¡Esperamos que disfrute de sus comidas! Tómese unos minutos para leer la información a continuación sobre el almacenamiento y la preparación de sus comidas.

All foods requiring refrigeration need to be kept at a temperature of 40 °F or below. Shelf-stable items should be stored at a temperature of 85 °F or below. Todos los alimentos que requieren refrigeración deben mantenerse a una temperatura de 40 °F o menos. Los artículos estables deben almacenarse a una temperatura de 85 °F o menos.

All Fresh Milk & Juices -

Refrigeration required. Consume by the "Best By" date located on the product. **Toda la leche y jugos frescos:** se requiere refrigeración. Consumir antes de la fecha "Best By" que se encuentra en el producto.

All Cereals, Crackers, Chips, Sunflower Seeds - Shelf-stable. No refrigeration required. Consume by the "Best By" date located on the product. **Todos los cereales, galletas, papas fritas, semillas de girasol:** estables. No se requiere refrigeración. Consumir antes de la fecha "Best By" que se encuentra en el producto.

Grain-Based Breakfast Pastries (e.g.: Benefit Bar, Honey Bun, Muffin, Cinnamon Roll, etc) - Previously frozen product. Shelf-stable, but consume within 5 days. **Pasteles de desayuno a base de granos** (por ejemplo: barra de vitaminas, bollo de miel, muffin, rollo de canela, etc.) - Producto previamente congelado. Larga duración, pero consumir en 5 días.

Fresh Whole Fruit – Refrigeration recommended, but not required. **Fruta entera fresca:** se recomienda refrigerar, pero no es obligatorio.

All Shelf-Stable Fruit - (e.g.: Applesauce cups, Raisins, etc) - Shelf-stable. No refrigeration required. Consume by the "Best By" date located on the product. **Todas las frutas estables -** (por ejemplo: tazas de puré de manzana, pasas, etc.) - Estables. No se requiere refrigeración. Consumir antes de la fecha "Best By" que se encuentra en el producto.

Fresh Processed/Bagged Fruit & Vegetables as well as cold fruit cups – Refrigeration required. Consume by the "Best By" date located on the product. **Frutas y verduras frescas procesadas / en bolsas,** así como tazas de frutas frías: se requiere refrigeración. Consumir antes de la fecha "Best By" que se encuentra en el producto.

String Cheese - Refrigeration required. Consume within 5 days. **Cadena de queso:** se requiere refrigeración. Consumir dentro de los 5 días.

Lunch Items that require heating (e.g.: Mini Cheeseburgers, Burritos, Pizza, etc) – Store in refrigeration until ready to heat & consume. Store in refrigerator no longer than 5 days. Heat up following the heating instructions on this form below, and consume within two hours. **Artículos para el almuerzo que requieren calentamiento** (por ejemplo: mini hamburguesas con queso, burritos, pizza, etc.): almacene en refrigeración hasta que esté listo para calentar y consumir. Almacene en el refrigerador no más de 5 días. Calentar siguiendo las instrucciones de calentamiento en este formulario a continuación, y consumir dentro de dos horas.

Cold Sandwiches (e.g.: PBJ, Wraps, Sub Sandwich, etc) – Refrigeration required. Previously frozen product. Consume the same day. **Sandwiches fríos** (p. Ej. : PBJ, Wrap, Sub Sandwich, Wedge Sandwich, etc.): se requiere refrigeración. Producto previamente congelado. Consumir el mismo día.

*****IMPORTANT*** For anyone who has allergies, please be sure to read ALL labels before consuming.**

***** IMPORTANTE *** Para cualquier persona que tiene alergias, asegúrese de leer TODAS las etiquetas antes de consumir.**



HEATING INSTRUCTIONS

A) If item has heating instructions on packaging, follow the manufacturer's recommended heating instructions on package.

B) If item does not have heating instructions on the packaging, follow these instructions to safely heat:

***Please note: Since the type of products vary, and all microwaves and ovens vary in power, all cooking times are approximate and may need to be adjusted.**

MICROWAVE, FROM FROZEN:

1. Remove the item(s) from the package.
2. Microwave on HIGH for 90 seconds.
3. Product is ready to consume when an internal temperature of at least 165°F degrees is reached.
4. If product has not reached an internal temperature of at least 165°F, continue to reheat on HIGH in 30 second intervals until minimum internal temperature of 165°F is reached.
5. Remove item from microwave, remove from wrapper, and let sit for one minute before consuming.
6. Consume within 2 hours.

***CAUTION: Product will be hot. Consume with caution.**

OVEN, FROM FROZEN:

1. Heat oven to 325°F.
2. Remove the item(s) from the package, place product on baking sheet, and cook in the oven for 30-35 minutes.
3. Product is ready to consume when an internal temperature of at least 165°F degrees is reached.
4. If product has not reached an internal temperature of at least 165°F, continue to cook in oven, checking every 5-10 minutes until minimum internal temperature of 165°F is reached.
5. Remove item from oven and let sit for 5-10 minutes before consuming.
6. Consume within 2 hours.

***CAUTION: Product will be hot. Consume with caution.**

MICROWAVE, FROM THAWED:

1. Remove the item(s) from the package.
2. Microwave on HIGH for 45 seconds.
3. Product is ready to consume when an internal temperature of at least 165°F degrees is reached.
4. If product has not reached an internal temperature of at least 165°F, continue to reheat on HIGH in 15-20 second intervals until minimum internal temperature of 165°F is reached.
5. Remove item from microwave, remove from wrapper, and let sit for one minute before consuming.
6. Consume within 2 hours.

***CAUTION: Product will be hot. Consume with caution.**

OVEN, FROM THAWED:

1. Heat oven to 325°F.
2. Remove the item(s) from the package, place product on baking sheet, and cook in the oven for 20-25 minutes.
3. Product is ready to consume when an internal temperature of at least 165°F degrees is reached.
4. If product has not reached an internal temperature of at least 165°F, continue to cook in oven, checking every 5-10 minutes until minimum internal temperature of 165°F is reached.
5. Remove item from oven and let sit for 5-10 minutes before consuming.
6. Consume within 2 hours.

***CAUTION: Product will be hot. Consume with caution.**



INSTRUCCIONES DE CALENTAMIENTO

A) Si el artículo tiene instrucciones de calentamiento en el empaque, siga las instrucciones de calentamiento recomendadas por el fabricante en el paquete.

B) Si el artículo no tiene instrucciones de calentamiento en el empaque, siga estas instrucciones para calentar de manera segura:

***Nota:** dado que el tipo de productos varía y que todas las microondas y hornos varían en potencia, todos los tiempos de cocinar son aproximados y es posible que deba ajustarse.

DE CONGELADO AL MICROONDAS:

1. Remueva la envoltura y ponga el producto en un contenedor para microondas.
2. Ponga en el Microondas en ALTO por 90 segundos.
3. El producto está listo para consumir cuando se alcanza una temperatura interna de al menos 165 ° F.
4. Si el producto no ha alcanzado una temperatura interna de al menos 165 ° F, continúe recalentando en ALTO en intervalos de 30 segundos hasta alcanzar una temperatura interna mínima de 165 ° F.
5. Retire el artículo del microondas y déjelo reposar durante un minuto antes de consumirlo.
6. Consumir en 2 horas.

*** PRECAUCIÓN: El producto estará caliente.
Consumir con precaución.**

DE CONGELADO AL HORNO:

1. Caliente el horno a 325 ° F.
2. Remueva la envoltura, coloque el producto en una bandeja para hornear y cocine en el horno durante 30-35 minutos.
3. El producto está listo para consumir cuando se alcanza una temperatura interna de al menos 165 ° F.
4. Si el producto no ha alcanzado una temperatura interna de al menos 165 ° F, continúe cocinando en el horno, verificando cada 5-10 minutos hasta alcanzar una temperatura interna mínima de 165 ° F.
5. Retire el artículo del horno y déjelo reposar durante 5-10 minutos antes de consumirlo.
6. Consumir en 2 horas.

***PRECAUCIÓN: El producto estará caliente.
Consumir con precaución.**

YA DESCONGELADO AL:

1. Remueva la envoltura y ponga el producto en un contenedor para microondas.
2. Ponga en el Microondas en ALTO por 45 segundos.
3. El producto está listo para consumir cuando se alcanza una temperatura interna de al menos 165 ° F.
4. Si el producto no ha alcanzado una temperatura interna de al menos 165 ° F, continúe recalentando en ALTO en intervalos de 15-20 segundos hasta alcanzar una temperatura interna mínima de 165 ° F.
5. Retire el artículo del microondas y déjelo reposar durante un minuto antes de consumirlo.
6. Consumir en 2 horas.

*** PRECAUCIÓN: El producto estará caliente.
Consumir con precaución.**

YA DESCONGELADO AL HORNO:

1. Caliente el horno a 325 ° F.
2. Remueva la envoltura, coloque el producto en una bandeja para hornear y cocine en el horno durante 20-25 minutos.
3. El producto está listo para consumir cuando se alcanza una temperatura interna de al menos 165 ° F.
4. Si el producto no ha alcanzado una temperatura interna de al menos 165 ° F, continúe cocinando en el horno, verificando cada 5-10 minutos hasta alcanzar una temperatura interna mínima de 165 ° F.
5. Retire el artículo del horno y déjelo reposar durante 5-10 minutos antes de consumirlo.
6. Consumir en 2 horas.

*** PRECAUCIÓN: El producto estará caliente.
Consumir con precaución.**

Due to the rapidly evolving concerns surrounding the COVID-19 virus, Texas organizations should leverage teleworking capabilities for continuity of operations.

Telework is a work arrangement that allows an employee to work during any part of regularly paid hours at an approved alternative worksite (e.g., home, telework center).

DIR provides the following information technology (IT) guidance for teleworkers.

CONNECT WITH CARE, BE CYBER AWARE



Update

- Staying up to date is the best defense against viruses and other online threats.
- Keep your devices, security software and web browsers updated with the latest patches.
- Check with your IT department about your organization's patch management policies.



Collaborate

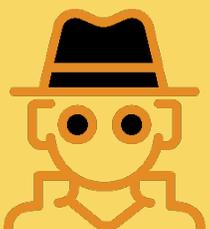
- Utilize tools approved by your organization to collaborate, including instant messaging, conferencing software, soft phones and other collaboration tools.
- Depending on the sensitivity of meetings, consider using any of the more secure options your agency may have when setting up a meeting.



WiFi

- All WiFi connections should be treated as insecure.
- Ensure your home WiFi has WPA2 or WPA3 security enabled.
- Always connect through Virtual Private Networks whenever possible.
- It is highly recommended to not connect to public or untrusted/insecure WiFi connections.

Be Aware of Potential Scams!



Scammers and criminals use every major event to invent new schemes, and with you and others suddenly teleworking, attackers will try to take advantage of this changing environment.

Be on the lookout for social engineering attempts such as phishing emails or phone scams related to telework. Social engineering is when someone tries to trick you into doing something or giving away personal information.

Some examples include:

- emails from unknown accounts with strange file attachments,
- calls claiming to be technical staff asking for your passwords or telling you to go to a website to 'scan' your computer,
- unusual web meeting requests.

Don't hesitate to ask questions and verify things by phone or other means before proceeding.

- Review and comply with your organization’s telework rules and policies and understand how they apply to you.
- If you are seeing unusual or suspicious activity on any device that you are using to telework (computer, mobile device, or home network) ask for help. Contact your organization’s help desk to report the activity.
- Always comply with your organization’s policies and procedures to protect specific high risk and regulated data.
- Never store your devices in your vehicle. If you have to stop between your telework site and the office, store your device in the trunk of your vehicle.

- If you are using your personal (not issued by your organization) computer or mobile device, ensure you have enabled basic security features. Simply enabling the personal identification number (PIN), fingerprint, or facial ID feature will prevent people from getting on your device should you walk away from it. Any PIN or password you use should be hard to guess.
- If your organization has a virtual private network (VPN), use that on your telework device for stronger protection (your organization’s telework rules or policies will likely tell you if you do). If not, consider using your own VPN — you can find numerous providers online.

Policies



Devices



Privacy and Confidentiality



Lifestyle



- Know the sensitivity of your documents, and make sure they are appropriately marked to help mitigate the risk of unauthorized disclosure.
- Do not store state sensitive or confidential information on your personal computer.
- Always lock your computer when leaving it unattended.
- Never disclose confidential or sensitive data to unauthorized personnel, including friends and family.
- Ensure confidential paper documents are properly disposed of, i.e. shredding.
- Use a headset or avoid using speaker phones to ensure privacy when around others.

- Create a morning routine — which can be more powerful than a clock at helping you get started each day.
- Establish a dedicated workspace and claim it as your own. Having a consistent workspace allows you to maintain an ergonomic-friendly space for yourself.
- Maintain regular hours. When the usual arrival/departure routine is not in play, knowing when to call it a day helps you to maintain a healthy work-life balance.
- Go outside. Fresh air and sunlight do wonders if you are getting a bit stir-crazy from being home so much.