Serving Communities During the COVID-19 Pandemic

Collaboration Illustrates the Power of Leveraging Sodexo’s Size and Scope at the Local Level

While the COVID-19 pandemic shut down college campuses across North America, Sodexo teams in other sectors began facing pressing challenges. Hospitals and other healthcare facilities are experiencing dramatically increased demands for labor and supplies. With a global team and vast network of resources, Sodexo is leading the way in helping our partners rise to the challenges of the COVID-19 pandemic.

Through a unique coalition of leaders from across multiple segments in the northeastern United States, Sodexo quickly mobilized campus dining teams to support the needs of patients, medical staff, and other essential personnel at healthcare facilities and designated surge centers throughout the region.

Efforts to build connections across a wide variety of segments, which began long before the pandemic, made it easy to identify opportunities to reallocate staff, kitchen equipment, and other vital resources. Sodexo leaders collaborated across industries to fill gaps in labor and supplies, leveraging a strong network of cross-divisional operational experts to maintain close communication with leaders at universities, hospitals, and surge sites and ensure that needs are met quickly and appropriately.
Many campuses were eager to support their surrounding communities, approving the use of their onsite kitchens for employees to prepare food that would be delivered to hospitals and surge centers. The dining team at University of New Haven has been preparing meals on campus for delivery to nearby surge sites. Another example is the DCU Convention Center in Worcester, MA, which has been designated as a surge center. The dining team from Assumption College has been producing meals on campus and delivering to more than 150 healthcare workers, state agency employees, and homeless people temporarily housed at DCU. Some dining teams have been feeding members of the National Guard, who were deployed to operate testing sites and manage the ongoing crisis.

Central Connecticut State University has transformed into a COVID-19 recovery center. The campus now hosts a 250-bed surge hospital, and it has reserved 400 dorm rooms for patients and first responders. As the National Guard arrived on campus to set-up and oversee the site, the campus dining team was ready to offer support, serving three meals a day, as well as late-night snacks.

“The power of any organization is its people,” explained Phil Harty, Senior Vice President for Sodexo Universities. “In the Northeast, our success in collaborating across business lines has enabled us to react swiftly in the face of this crisis.”

These efforts reflect the optimistic spirit, fueled by confident resolve, that will continue to guide Sodexo’s actions during the COVID-19 pandemic and beyond, as the world embarks on a journey to recovery. Sodexo is ready to support our partners by strategically leveraging resources to ensure that everyone can work safely, productively, and confidently in the post COVID-19 world.