

Speaker 1: [00:01](#) Hello, everyone. Welcome to "Prep Talk," the emergency management podcast. Find out what you need to know about preparedness. Get all the latest tips from experts in the field and learn what to do before the next disaster strikes. From the Emergency Management Department in the city that never sleeps, here are your hosts, Omar Bourne and Allison Pennisi.

Omar Bourne: [00:26](#) Hello everyone. Thank you for listening. I am Omar Bourne.

Bushra Mollick: [00:29](#) And I'm Bushra Mollick.

Omar Bourne: [00:30](#) And you are our listeners. And as always, we thank you for joining us.

Bushra Mollick: [00:34](#) We want you to come back as often as you can, so feel free to add "Prep Talk" to your favorite RSS feed. You can also follow us on social media on our Twitter @nycemergencymgt, Facebook, or Instagram sites.

Omar Bourne: [00:47](#) And that voice that you hear is none other than Bushra Mollick, who is back. She co-hosted two other episodes, and we're happy to have you back.

Bushra Mollick: [00:54](#) Thank you so much. I'm excited to be back.

Omar Bourne: [00:56](#) It's good to have you. Now, on this episode of "Prep Talk," we are talking about Meals on Wheels, and we are talking about Emergency Management. March is Meals on Wheels Awareness Month, also known as "March For Meals." But what do Meals on Wheels and Emergency Management have in common? We have two special guests who are here to tell us more.

Bushra Mollick: [01:17](#) But before we dive in, it's time to give our listeners the latest hot topics in the Emergency Management Field.

Speaker 2: [01:25](#) Here's your "Prep Talk" Situation Report.

Bushra Mollick: [01:29](#) This is the Situation Report. Let's get started.

Omar Bourne: [01:32](#) Our first story comes from AP News. Are government warnings about dangerously high temperatures issued too late? The answer is "yes," according to a new study published in the Journal Proceedings of the National Academy of Sciences. The study shows that in northern states, which are generally cooler, there is an uptick in heat-related hospital visits before alerts are issued. These hospital visits also occur at cooler temperatures than in southern states. For example, in the Midwest and north

central state, more people go to the hospital with complaints of heat-related illness when it feels like 85° outside. However, the National Weather Service does not issue heat alerts in those regions until the "feels like" temperatures approach 100°, or in the South, where the "feel like" temperatures approach 105° for one day. A co-author of the study, who also leads a Weather Service branch, says the Weather Service is going to look at this new information to see what it can do differently. During dangerous high temperatures, health officials advise limiting or avoiding strenuous outdoor activities; staying cool inside; drinking plenty of water; and wearing light, loose-fitting clothing.

Bushra Mollick:

[02:52](#)

Thanks, Omar. This next piece is from The Weather Channel. According the Centers for Disease Control and Prevention, thirty-three states, including New York City, showed high levels of flu at the end of February. The number of flu cases caused by a more severe strain of the virus known as H3N2 has also been on the rise recently. This year's flu vaccine is more effective against the H1N1 than it is against the H3N2 Virus -- about 62% versus 44%. Since October 1st, as many as 11.1 million people have visited a doctor because of flu symptoms and as many as 23.6 million people have had the flu, resulting in 252,000 to 302,000 hospitalizations.

Omar Bourne:

[03:37](#)

In another health story, this one from CNN, sixteen cases of mumps have been reported at Temple University. The university, which is based in Philadelphia, first reported cases of the contagious illness back in February. Mumps, as you may know, is a vaccine-preventable disease that is caused by a virus. It is spread through saliva or mucus by coughing, sneezing, or talking, or sharing eating utensils or cups. It can also spread when an infected person touches items or surfaces that are then touched by someone else who picks up the virus. Outbreaks usually occur among people who have close contact, such as on college campuses and among sports teams. Symptoms can appear 12 to 25 days after a person is infected and can include fever, headache, muscle aches, being tired, and loss of appetite. The best way to prevent mumps is with two doses of the MMR vaccine. That's the mumps, measles, and rubella vaccine. There were more than 2,000 cases of mumps in the US in 2018. During January of 2019, 58 cases were reported according to preliminary data from the CDC.

Bushra Mollick:

[04:55](#)

Has the federal government failed at effectively communicating emergency preparedness to the public? A new report by the Federal Emergency Management Agency says yes. The problem, a top-down one-size-fits-all approach, does not reach most

communities. According to the report, preparedness messaging does not understand and articulate individual community needs, values and sense of identities, and is too general. The report was the result of a two-day workshop that convened 39 expert scholars at Georgetown University. Experts say plans should, instead, acknowledge different livelihoods, family structures, ethnic backgrounds, and religious practices. The solution? Locate and work with individuals already in the community, the report says.

- Omar Bourne: [05:40](#) Thank you very much, Bushra. That's a very interesting story, because I know we're always looking at ways in which we can connect with communities here at New York City Emergency Management, so I'm sure there will be more to come on that story. And that is the Situation Report. Up next, we have two special guests: Rachel Sherrow from City Meals on Wheels and Joanna Conroy from New York City Emergency Management. They're going to join the show to answer the question: What do Meals on Wheels and Emergency Management have in common?
- Bushra Mollick: [06:13](#) But first, here is a public service announcement from New York City Emergency Management and the Ad Council.
- Speaker 3: [06:20](#) Open calendar. What's my schedule looking like?
- Speaker 4: [06:23](#) Next Thursday you will be caught and an emergency flash flood between Park and 1st Street.
- Speaker 3: [06:29](#) What? No. No. That doesn't work. I'm busy that... Decline. Decline.
- Speaker 4: [06:34](#) Disasters don't plan ahead, but you can. It starts with talking to your loved ones about making an emergency plan. So, don't wait. Communicate. Get started today at [nyc.gov/readyny](http://nyc.gov/readyny) or call 311. Brought to you by New York City Emergency Management and the Ad Council.
- Speaker 2: [06:52](#) You're listening to "Prep Talk," the Emergency Management podcast.
- Omar Bourne: [06:57](#) You are listening to "Prep Talk," and we are back. As we mentioned earlier, we are talking about Meals on Wheels. We're talking emergency management. The two may have more in common than you think. Here to tell us more are Rachel Sherrow. As I mentioned, she is the associate executive director at Citymeals on Wheels. And Johanna Conroy. She is the

executive director of human services here at New York City Emergency Management. Rachel, let us start with you. Tell us a little about how Meals on Wheels serves the community, including the types of clients that you serve.

- Rachel Sherrow: [07:33](#) Sure. Citymeals on Wheels ensures that the over 18,000 homebound elderly throughout New York City -- throughout the five boroughs -- receive weekend, holiday, and emergency meals. Otherwise, the city is shut down. The City funds the meals that go out Monday through Friday. So, without us, the older person in their homes wouldn't have food on weekends and other times. We've served over 58 million meals since our founding. We're one of about 5,000 Meals on Wheels programs throughout the country, and our clients are the ones that are hidden behind closed doors, so we want to make sure that we reach them all with our daily visit.
- Omar Bourne: [08:13](#) Wonderful.
- Bushra Mollick: [08:13](#) That's wonderful. Thank you so much, Rachel. So, Johanna, you're the executive director of human services at our agency. Can you please describe for us what the role of human services is in the community?
- Johanna Conroy: [08:23](#) Sure. Thanks, Bushra. Human Services is really the most public-facing of the planning and coordination aspects of New York City Emergency Management. We plan for a lot of the public-facing emergency operations, such as emergency sheltering, emergency feeding. We plan through the lens of planning for people with disabilities, seniors, and other vulnerable populations. So, our work with an organization like Citymeals is very close.
- Omar Bourne: [08:54](#) That's good to know. Rachel, back to you. How many clients and meals do you serve per day or per week, and what kinds of meals are we talking about typically?
- Rachel Sherrow: [09:03](#) We have over 18,000 clients that we serve on a daily basis. Types of meals vary depending on where the person lives. Certain communities have their own diverse meals. It's a protein, a starch, a vegetable, and then what we call is a "cold pack," which consists of milk and bread and some butter. And there's always a desert. Sometimes it can be a little piece of cake or a muffin; but, most often, it is a fruit.
- Bushra Mollick: [09:32](#) Okay. So, Johanna, within the human services department at our agency, at Emergency Management, you have an

emergency feeding planner. Can you tell us more about what that is, and can you explain their role and coordination they may have with Meals on Wheels?

Johanna Conroy: [09:45](#) Yes. So, we have an emergency feeding planner, as you just mentioned, because, during an emergency, feeding is one of our most critical operations, and we really want to work with organizations that do feeding day-to-day, as well as organizations that do feeding in emergencies. So, the feeding planner coordinates a group called The Food Access League Team, and that's made up of governmental and nonprofit organizations that do feeding day-to-day -- like Citymeals -- and then also organizations that only do emergency feeding, such as Salvation Army or Red Cross, because these are the subject matter experts day-to-day, and what we want to do is not only leverage their capabilities during a disaster but we want also make sure that during any kind of emergency they can actually get their core missions accomplished in order that the feeding doesn't become a crisis more than it otherwise would.

Omar Bourne: [10:41](#) I'm glad you mentioned "during an emergency," because I know, during emergencies, New York City Emergency Management, they issue what is called an Advance Warning System message to some of its partners, like Citymeals on Wheels. What is AWS and how does that work and blend during an emergency for an organization like City Meals on Wheels?

Johanna Conroy: [11:04](#) That's a great question. Advance Warning System is one of our messaging systems, and like you mentioned earlier, Omar, about trying to get our message to people where they are, and like Rachel mentioned about, you know, this population being a little more difficult to reach, Advance Warning Systems is actually a messaging system to try to get emergency warnings and messages out to providers of services to vulnerable populations. So, doctors' offices, adult day cares, because they know their populations the best and they know what kind of messaging reaches them. Does a phone call work better for their clients? Does something posted in a community room work better? We give them the message so that they can disseminate it in a way that works best for their clients. And we hope that it can reach people that aren't reached by Facebook or Twitter, or other ways that we do messaging.

Bushra Mollick: [12:04](#) Now, I know we were on the topic about emergencies and AWS messaging. So, Rachel, what do you now do when you know that there's bad weather approaching and you might not be able to deliver food or any meals for a day or two.

Rachel Sherrow: [12:17](#) Well, we're constantly pre-supplying. We're pre-supplying our meal recipients, local senior centers, case management agencies. And what I mean by that, we will send out boxes or bags of shelf-stable food items that can actually sit in a pantry for six to twelve months just in case. Certainly, when there's some bad weather approaching, and we really appreciate the Advance Warning System because it allows us to take time to do this, we'll deliver extra meals to those most vulnerable. And if it's going to be a big emergency, we try to get it to the entire population for sure.

Bushra Mollick: [12:55](#) That's wonderful. That's so good that, you know. I mean, obviously that would be part of the process in general, but it's good to hear about it and understand that, you know, this is such an integral part of, you know, what we do as a whole.

Rachel Sherrow: [13:05](#) Yes. We work together very closely in a public-private partnership with the City with the Department for The Aging to make sure that our most vulnerable, you know --

Rachel Sherrow: [13:13](#) Out of the 18,000, there are some folks who have some means and they have extra food on hand; but, for many, we have a large population, almost 20%, that rely on the one meal they get a day. So, in order to ensure that they have extra food on hand, we we deliver extra food and, with the advance warning, we're able to get even more to them to make sure that if there's a snow storm or there's just, you know, flooding that happens in several parts of our city, they'll have food.

Omar Bourne: [13:40](#) I mean, it shows the importance of working together and kind of coordinating between the city, between Emergency Management and Citymeals on Wheels, because I don't think a lot of our listeners realize that we take kind of this approach where we're thinking about feeding, not just on blue sky days as we say, but during emergencies, and that plan is in place to make sure that people are fed during the most difficult times. Now, March is Meals on Wheels Month, Rachel.

Rachel Sherrow: [14:11](#) Yes.

Omar Bourne: [14:12](#) Meals on Wheels Awareness. For our listeners, what does that mean?

Rachel Sherrow: [14:16](#) So, it was created a few years ago to really spread awareness and educate people on what Meals on Wheels is, who were serving, how vulnerable the population is, and how it allows people to stay in their homes and communities where they

want to be where they've lived for their entire lives. It's really a chance for us to deliver that message, and we mean that, you know, in a lot of ways, delivering literally the meals but reaching our public officials and the just the public in general with the message that people need food. They need food every day. If they're unable to shop or cook for themselves, we are there and available to them.

Bushra Mollick: [14:59](#) That's truly integral. And now, Rachel, last year our agency, New York City Emergency Management, we teamed up with Meals on Wheels. So, can you tell our listeners a little bit more about that initiative as a whole?

Rachel Sherrow: [15:10](#) Absolutely. Before most long weekends, what we do in terms of the pre-supplying, we make sure that our meal recipients receive a box -- a three-meal box of shelf-stable meals. So, last year before Memorial Day, because deliveries wouldn't be made on Memorial Day, we send out our boxes and we included "My Plan," which came through Emergency Management, which is very helpful for our recipients because it allows them to see what they can do in case of emergency, where they need to reach out to, or, you know, what channels they can get on their television or radio, and it allows them to feel comfortable remaining in their own homes if that is the directive of the emergency, and that knowing that somebody will get to them, and that they'll have food.

Bushra Mollick: [15:56](#) Do you know, by any chance, how many packages were created overall?

Rachel Sherrow: [16:00](#) Yes. Almost 18,000. So, almost 18,000 recipients receive that information, and we're actually doing it again for July 4th this year, which is a perfect time, because, during the summer months, there's inevitable heat waves. And even if it's not necessarily a heatwave, it can be very very too much overwhelming for one of our recipients even to go downstairs to their local deli to get, you know, quart of milk or some bread, and they have to stay in their own homes. It allows them to understand that they have to use their air conditioning if they have it, or if they have a fan, and to be able to reach out if they're feeling uncomfortable, and to hydrate, hydrate, hydrate.

Omar Bourne: [16:41](#) And the "My Emergency Plan" is really just a general resource for individuals of all ages, for them to be able to fill out and kind of get the preparedness ball rolling so to speak. Preparedness is one of those topics that not a lot of people like to talk about, and so the "My Emergency Plan" booklet is just the way that you can sit down with yourself, with your family, and get the

process started, get the conversation started on what you would do in certain emergency situations, and what resources you would have and need.

- Bushra Mollick: [17:20](#) Absolutely. Just a quick reminder for our listeners, our "My Plan" is actually printed in over twelve different languages. So, if you visit our website, you can definitely print out a PDF copy for yourself and fill it out with your family and the members in your household.
- Omar Bourne: [17:34](#) [nyc.gov/emergencymanagement](http://nyc.gov/emergencymanagement)
- Bushra Mollick: [17:36](#) Exactly.
- Omar Bourne: [17:38](#) Now, during the month of March, there is a week... Community Champions Week. Rachel, tell us about this and some of the common activities associated with this initiative.
- Rachel Sherrow: [17:51](#) Yes. For sure. What we'll be doing that week, we're going to be taking a council member out on a meal delivery. We have some events happening at our warehouse in the Bronx where we package our shelf-stable meals. We'll be bringing in corporate groups and other community groups to learn what we do, and to actually participate and pack some meals. And obviously we do what we do every day. We tweet. We're on social media, pushing out the message of who were serving, why were doing, you know, why we have the mission, and where they can get the help if they need it.
- Bushra Mollick: [18:26](#) Wonderful. And now I have a question for you. Meals on Wheels, it sounds like an incredible initiative. That's something that I want to get involved in. How can you tell our listeners about how they can get involved with Meals on Wheels? And where can we go to find more information?
- Rachel Sherrow: [18:40](#) Absolutely. Great question. You can always go on our website: [citymeals.org](http://citymeals.org). You know, to be honest, fundraising is always a big issue for us, so donations of money are always accepted. But we love having our volunteers. Last year, we had over 25,000 individual volunteers who spent 80,000 hours helping us. So, that's incredible. So, volunteering delivering meals, writing cards, a pen pal program, a friendly visiting program... We have a variety of different opportunities for volunteers. And of course, if you're provider, if you're a doctor, if you're a social worker and you need to get a person on the program, go right to our website and there's information. Very easy how to figure out how to get that person on.

Omar Bourne: [19:29](#) Rachel, I gotta ask you about the Pen Pal Program. When you said it, Johanna and I smiled at each other. I haven't heard pen pal in such a long time. For our younger listeners, like Bushra, can you explain a little about what a pen pal might entail for those who may not know?

Rachel Sherrow: [19:54](#) It's actually funny. I used the word "pen pal" because I figure more people would know that. It's called our Senior Script Program. This is a population that wrote letters and that's how they communicated. And so, the program connects a person in their home with a volunteer. The volunteer writes a letter to the person, and it goes back and forth. We do, I must say, we do intervene and make sure that all of the letters, everything is okay in the letters. Above board. But they go back and forth, and it's lovely. I think it's terrific for younger people to get involved with, because they're not used to communicating that way, and for our recipients it's wonderful for them to get the letters.

Omar Bourne: [20:36](#) Johanna, did you have a pen pal?

Johanna Conroy: [20:37](#) You're really going to ask me how old I am, Omar?

Omar Bourne: [20:39](#) No. I had a --

Johanna Conroy: [20:44](#) Yes. I had pen pals. I loved it. In fact, I'm just thinking: oh, this sounds really exciting. I might talk to you after this, Rachel --

Rachel Sherrow: [20:51](#) Perfect.

Johanna Conroy: [20:51](#) --and see if I can get involved. I would love to do that again.

Omar Bourne: [20:53](#) See?

Bushra Mollick: [20:55](#) I used to write back to my family. Well, because I wasn't here. I wasn't born in the States. I was born in Bangladesh. And to help improve -- fun fact, I was in ESL until the first grade. So, to help improve my English and my writing skills, my mom would make me write letters back home, and now I'm a host on "Prep Talk."

Omar Bourne: [21:12](#) There you go. Look how far you've come, huh? One last question here. What do organizations like Citymeals on Wheels mean to their communities that they serve and the agencies that they work with?

Rachel Sherrow: [21:26](#) Well, it allows the older adult to age with dignity, live in their communities, and it's a daily check-in, so they know somebody

is going to be looking, checking in on them on a daily basis. Some of them don't have support. Some have family no longer in New York City or in the area, and it makes them feel comfortable that they're able to remain in their communities where they want to be, and it's supporting the local providers, who are not only feeding them but also making sure they have the benefits and entitlement that they deserve.

Omar Bourne: [22:01](#) And we always say during emergencies to be a good neighbor. Make sure that you are checking in on the elderly, on vulnerable populations, those who may need it most. And this is exactly what Citymeals on Wheels is. This is what they overarching Meals on Wheels program is. It's being a good neighbor to those who may not have someone. And I know at Emergency Management we're happy to be a part of that, working with you and your team, Rachel, to ensure that we're getting the message of preparedness out to them, but that were assisting in any way that we possibly can. Johanna, any last words?

Johanna Conroy: [22:42](#) I think that, as I mentioned, our partnership with organizations like City Meals, is great for us, because not only does to allow us to know that the most vulnerable populations are being served day-to-day, but we also know that, during an emergency, those populations will continue to be served; but we will also get a better understanding what's going on in this community through providers that do direct service, like Citymeals. We get to understand a little bit better what the cascading effects of an emergency are in a community.

Omar Bourne: [23:12](#) And it goes back to the article that, Bushra, you read in the Situation Report, the study that FEMA mentions where they're saying that the federal government may have failed at effectively communicating emergency preparedness to the public. And I think with programs like Citymeals and with agencies like Emergency Management teaming up to meet people where they are, to share information, like giving out the "My Emergency Plan" speaks to meeting the public where they. There's a demographic of the older population that we're able to serve and to inform about preparedness. So, I guess this is a reminder that for all emergency managers out there: explore ways that you can connect with your community, because there are numerous ways out there in which you can do that, and there are ways that are unorthodoxed, but, at the end of the day, they're non-traditional but they are ways that we can connect with people, and that's the overarching goal.

Johanna Conroy: [24:22](#) Absolutely. I think it's important for everyone to remember that, with the different agencies and the different programs, it's

really just a symbiotic relationship, and the purpose of our goal is to just help New Yorkers, regardless of what there backgrounds are, and making sure that everyone's prepared.

- Omar Bourne: [24:36](#) I've gotta tell you: "Symbiosis" is probably the only thing I remember from science class, so I'm glad that you used that word.
- Speaker 1: [24:43](#) If you don't know, now you know. You're listening to "Prep Talk," the Emergency Management podcast. It's time for "Prep Talk" Rapid Response.
- Bushra Mollick: [24:58](#) It is Rapid Response time; and, if you are a first-time listener, it is simple. Omar and I will ask our guests a few quick questions and they will give the first answer that comes to mind. So, let us get into it.
- Omar Bourne: [25:09](#) We're going to start with Rachel. What is one emergency item you cannot live without?
- Rachel Sherrow: [25:15](#) Water.
- Omar Bourne: [25:17](#) That's a good one. Johanna, how about you?
- Johanna Conroy: [25:19](#) Toothbrush.
- Omar Bourne: [25:24](#) Also a good answer.
- Bushra Mollick: [25:27](#) All right, so, Johanna, let me start with you. What is your favorite TV show or movie?
- Johanna Conroy: [25:31](#) So, this is always a tricky one for me. I am not much of a TV watcher. So, when anyone says to me, "Have you seen X?" I always say, "Oh, no, but I read the book." So, Game of Thrones, Clan of the Cave Bear. Whatever it is, I've read the book, but not much of a TV watcher or a movie watcher.
- Omar Bourne: [25:50](#) So, you haven't seen Game of Thrones on Netflix?
- Johanna Conroy: [25:51](#) No. But I've read all the books. Well, until the TV show went past the books. Now I'm behind.
- Bushra Mollick: [25:57](#) Rachel, why don't you tell us about you favorite TV show or movie.

Rachel Sherrow: [26:00](#) Sure. I love Seinfeld, and I can watch it in reruns anytime and still laugh. So, sad as that may seem, because it's twenty years old. I just love it.

Omar Bourne: [26:13](#) High-five. I love Seinfeld. Love it. Best comedy ever.

Bushra Mollick: [26:17](#) Do you have a favorite character from the show?

Rachel Sherrow: [26:19](#) Elaine. Well, I mean, obviously George. He is a hero in a sick way. But no, Elaine is the best.

Omar Bourne: [26:27](#) I am a huge Seinfeld fan, so I co-sign on that.

Bushra Mollick: [26:32](#) I don't think I've ever watched a single episode.

Omar Bourne: [26:39](#) Anyway, I digress. What is currently on your playlist, Johanna?

Johanna Conroy: [26:44](#) So, this is a little kind of embarrassing. I recently was at a wedding and someone danced to an ABBA song, and I got ABBA stuck in my head. I'm listening to ABBA all the time right now for the last two weeks.

Omar Bourne: [26:58](#) What's your favorite ABBA song?

Johanna Conroy: [27:02](#) There's the classics. "Dancing Queen." "SOS." They're all great. They're all great in their way.

Omar Bourne: [27:10](#) I'm not gonna even try to get you to sing.

Johanna Conroy: [27:11](#) No. No. No. Don't wanna do that.

Omar Bourne: [27:15](#) Rachel, how about you?

Rachel Sherrow: [27:16](#) Again, I don't think I have anything past 1995 on my playlist, and the most recent thing I downloaded was The Cars, so I'm just going through a phase.

Omar Bourne: [27:27](#) That's okay.

Johanna Conroy: [27:31](#) That's classic.

Rachel Sherrow: [27:31](#) It is. It is classic.

Bushra Mollick: [27:31](#) So, Rach, I'm gonna start with you on this one, especially with Meals on Wheels. What is your favorite meal?

Rachel Sherrow: [27:37](#) Oh, pizza. Hands down. Pizza, pasta hands down. I cannot do the [inaudible 00:27:41] right without carbs.

Bushra Mollick: [27:43](#) Keto diet is not for you.

Rachel Sherrow: [27:44](#) Not for me.

Johanna Conroy: [27:47](#) There's a lot of food I like, but every time someone asks me if you were stuck on a desert island and you had to eat this for the rest of your life, I'm with Rachel. It would be pizza. It's my go-to.

Omar Bourne: [27:58](#) Very interesting. Bushra, if you're stuck on an island, what are you eating?

Bushra Mollick: [28:01](#) Oh, my God, that's really hard to -- I don't know. I like a lot of different things. I was raised on different kinds of curry, then I would hate it because the smell would get stuck on my clothes. And now, I think I'm going through a phase of maybe ramen right now. What? I love ramen. Omar is giving me the, like, side-eye, for our listeners. You're not a ramen guy? What're you gonna eat? Let me guess: peas and rice?

Omar Bourne: [28:24](#) That's right. I'm Caribbean.

Bushra Mollick: [28:25](#) Peas and rice and flying fish.

Omar Bourne: [28:26](#) That's right. Peas and rice and flying fish, you have it.

Bushra Mollick: [28:28](#) How did I know?

Omar Bourne: [28:30](#) And I'm on an island, so there will be fish. And the last question for both of you. Rachel, I'm going to start with you. Sum up the work that you do in one word.

Rachel Sherrow: [28:44](#) Meaningful.

Omar Bourne: [28:44](#) Very good word. Johanna?

Johanna Conroy: [28:47](#) Coordination.

Omar Bourne: [28:48](#) Well, then, this has been fantastic conversation. Citymeals on Wheels and the general Meals on Wheels program, and I hope that we've answered your question of what do Meals on Wheels and Emergency Management have in common. It's coordination. It's meaningful work. It's connecting with people in their communities. It's being a good neighbor and reaching

out. So, we thank you, Rachel, for being here. Johanna, we thank you for being here for the second time.

Johanna Conroy: [29:18](#)

Thank you for having me.

Omar Bourne: [29:20](#)

And we look forward to more meaningful work with Citymeals on Wheels in the future.

Rachel Sherrow: [29:25](#)

Thank you.

Speaker 1: [29:29](#)

That's this episode of "Prep Talk." If you like what you hear, you can listen anytime online or through your favorite RSS feed. Until next time, stay safe and prepared.