

FAQs KITCHEN IMPROVEMENT PROJECT

ABOUT THE PROJECT



WHY IS THIS PROJECT NECESSARY?

The hospital is replacing aging plumbing infrastructure in the main kitchen to ensure safe, reliable operations for years to come. These essential improvements help support the preparation and delivery of thousands of meals each week.



WHEN WILL CONSTRUCTION BEGIN?

Monday, August 24, 2026.



HOW LONG WILL THE PROJECT LAST?

Construction is expected to continue through late November.



PATIENT MEALS

WILL PATIENT MEAL SERVICE BE INTERRUPTED?

No. Patient meal service will continue throughout the project. Food Services has developed a temporary production plan to ensure patients continue receiving meals every day. Please bear with us as we make necessary modifications to our patient meal service.



DINING QUESTIONS

IS THE CAFÉ CLOSING?

No. The Café will remain open throughout construction with a modified layout and a more limited menu.

WILL CAFÉ HOURS CHANGE?

Café hours remain the same.



WHAT OTHER DINING OPTIONS ARE AVAILABLE?

During construction, employees and visitors may also enjoy:

- Subway on 1st floor of The Medical Center
- Market Café on 1st floor of Western Kentucky Heart & Lung
- Food Truck Court with expanded offerings

WILL MY FAVORITE MENU ITEMS STILL BE AVAILABLE?

Some menu offerings will change during construction. We'll continue offering hot food and grab-and-go items, although selections may vary.

Chick-fil-A will be served on Tuesday and Friday from the Expo Station with payroll deduction available.

Weekly menus will be posted in the Café. You can also call the Café Line at 270-796-2233 for daily menus.

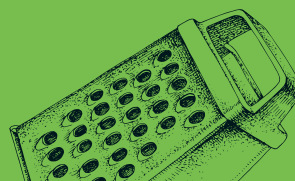
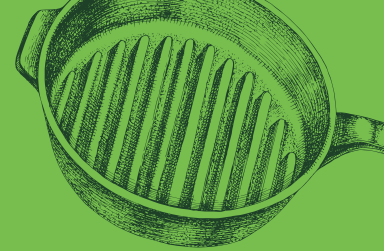


WILL FOOD TRUCKS BE AVAILABLE EVERY DAY?

We'll expand food truck offerings during construction. Food trucks will be available on weekdays. Schedules will be shared each week through myMCH Portal and the website. You can also call the **Café Line at 270-796-2233.**



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CONSTRUCTION

WHERE WILL CONSTRUCTION TAKE PLACE?

Construction will primarily occur in the back-of-house kitchen area and surrounding service spaces. Some nearby corridors and access routes will be temporarily modified or closed.

Employee locker rooms and bathrooms located near the loading dock will be closed. Please follow posted signage.

OB Family Waiting located on the first floor main corridor was moved to the main lobby of The Medical Center near Subway in early August. The former waiting area has been converted for use by Food Service to prepare patient trays.



EMPLOYEES & PHYSICIANS

WILL THE PHYSICIAN LOUNGE BE OPEN?

Yes, the Physician Lounge will be open with a modified menu.

WILL CATERING CONTINUE?

Internal catering services will not be available.

WILL THE EMPLOYEE LOCKER ROOMS NEAR THE LOADING DOCK BE AFFECTED?

The employee locker rooms will be closed during construction. Employees should plan to secure any personal items in their vehicles.



PROJECT UPDATES

HOW CAN I STAY INFORMED?

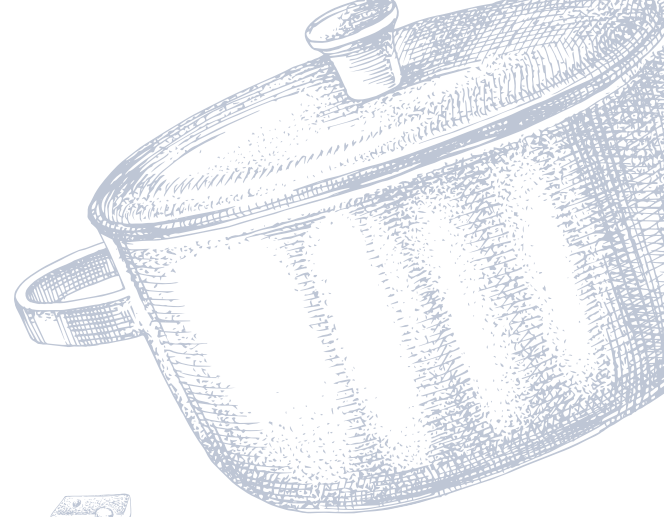
Watch for:

- Email updates
- Digital signage
- myMCH Portal announcements
- Weekly dining information
- Food truck schedules
- Project milestone updates

WHO SHOULD I CONTACT IF I HAVE QUESTIONS

Jonathan Phelps at pheljm@mchealth.net or 270-796-2532

Sherry Smith at smitsn01@mchealth.net or 270-745-1465



DID YOU KNOW?

The Medical Center at Bowling Green serves on average **4,500 patient meals** each week.

The Café handles on average **7,200 transactions** each week.

The Food Service team includes **69 employees**.

Of those 69, **18 team members and 3 team leaders** serve meals to patients on a daily basis.



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