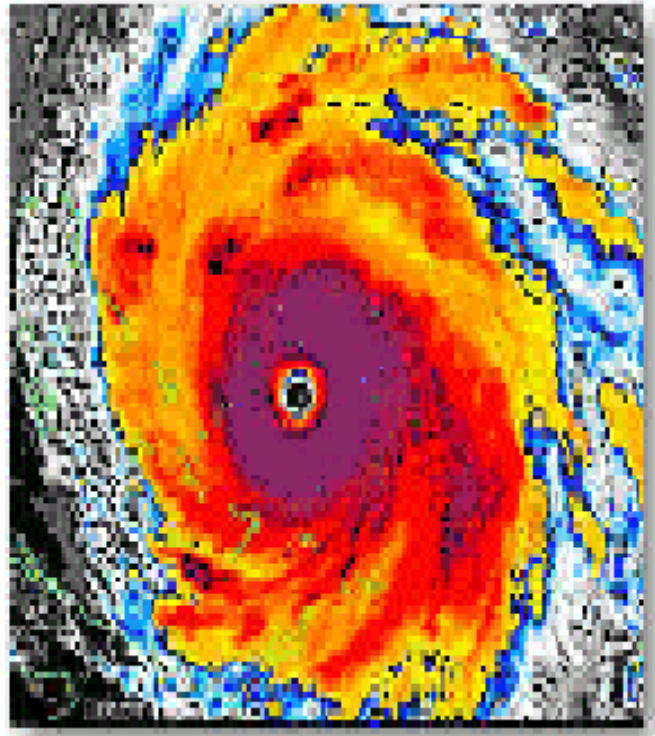


A PLANNING GUIDE FOR DISASTER FEEDING



The Florida Food and Nutrition Advisory Council

Florida Department of Agriculture & Consumer Services

Florida Department of Education

**This manual was developed by members of the
Florida Food and Nutrition Advisory Council**

Special thanks to:

*Sheila Sheridan, Chairperson 97-98
School Food Service Director
Collier County Public Schools*

*Joan C. Pender, Chairperson 96-97
Food Service Director
Children's Home Society of Florida*

*Susie McKinley
Former Bureau Chief, Food Distribution '95-4/97*

*Beth Duffy, C.C.E., L.D.
Teacher, Rutherford High School*

*Thomas C. Halgrim, Principal
Fort Myers Middle Academy*

*Carolyn Morrow, Ed. D., Food Service Director
Lee County School District*

*Lorraine Surlak, R.D.
Nutrition Consultant
Osceola County Council on Aging*

*Brenda Williams, Coordinator
Food Service
Okeechobee County School District*

A PLANNING GUIDE FOR DISASTER FEEDING

BY: The Florida Food and Nutrition Advisory Council
Florida Department of Agriculture & Consumer Services
Florida Department of Education

Table of Contents

1.	Introduction	Page 1
2.	Authorization for Facility Use (sample)	Page 2
3.	Authorization for Facility Use Multi-Unit Administrators	
	A) Responsibilities	Page 3
	B) Questions for Consideration.	Page 5
4.	Shelter Organization Chart	Page 6
5.	Shelter Food Service Managers	
	A) Responsibilities	Page 7
	B) Questions for Consideration.	Page 8
4.	Hurricane Shelters, Shelter Capacity and Levels of Disasters	Page 12
5.	Emergency Feeding Chart	Page 13
6.	Menu Planning	Page 14
7.	Individual Shelter Order Form	Page 20
8.	Multi-unit Order Form	Page 21
9.	Requirements Regarding USDA Commodities	Page 22
10.	Samples of Operating Procedures	Page 23
11.	Attachment: Bureau Policy and Procedure No. 250.43	

Introduction

Many buildings are designated as shelters for communities during natural and man-made disasters. Each County Emergency Management Office determines which sites are appropriate to be used as shelters and the shelter capacity. In the event of a disaster, county officials determine what shelters should be opened and then contact the local chapter of the American Red Cross to open such shelters.

School districts and others need to develop a plan for the use of the shelters that is appropriate to the needs of their community members and in keeping with local school board rules, etc. When members of the community enter a shelter, it is with the expectation that they will be fed and sheltered until the disaster or threat of disaster has ended. It is possible that the people entering a shelter will be housed there for two or three days, or longer, if roads become impassable, the community water supply has been contaminated, or electrical power has not been restored.

It is important to plan for a worst case scenario. Disaster shelters should have approximately three to five days worth of non-perishable food, water and supplies available. This guide is designed to allow each district to develop a plan that is appropriate to their needs. It is intended as a sample to assist the "planner" through the process. You are encouraged to use it and adapt it, as necessary, for your circumstances. With a disaster plan in place, administrators can rest easy, knowing that they will not have to be delivering food to sites in "the eye of the storm". Everyone should also develop personal disaster plans, including care of animals. To prevent staffing problems, consider creating sheltering areas for staff and their families within the shelter.

It is recommended that after a district-wide plan is developed, the Food Service Director take the opportunity to meet with each of the designated shelter operators and food service managers so that a specific plan is developed for each site. **A copy of this plan should be placed in a designated and widely known location within the Food Service Manager's office. This will assist other members of the staff or shelter volunteers during an emergency should the Food Service Manager be absent. Additional copies of the plan should be provided to each school's principal to ensure their familiarity with its provisions.**

Guide also available on DACS' website at:

<http://www.fl-ag.com/food/disaster.htm>

Sample Authorization for Facility Use

School Boards, County Agencies, etc. need a board or agency approved policy regarding the use of the facilities during emergencies. Sample policy below:

6Gx12-9.24 Disaster duty. In schools designated as disaster centers, the school food service department may be used for those people who seek shelter. The school food service manager shall be on duty in the kitchen of the school food service department. The manager may designate, on a rotation basis, other responsible employees to be on duty. The school board will arrange with the agency requesting use of the facilities for compensation of school food service employees required to be on duty.

Authority: 230.22(2). F.S.

Implemented: 230.22(2). F.S.

Manager Multi-Unit Responsibilities

For an efficient mass feeding operation of any size, it is desirable for the manager or other person responsible to break down the operation into units and make delegations of responsibility within each unit. The areas of responsibility described below could be assigned to one or more key personnel. These suggested delegations should include the related pre-disaster preparedness aspects as well as operational functions.

1) Recruitment, training, and assignment of personnel.

When a number of feeding stations with volunteers must be operated, numerous workers must be mobilized or recruited on short notice. Key personnel should be ready to coordinate this mobilization or recruitment and assignment of workers. Preparedness for this responsibility includes advance recruitment and training of workers for disaster operations. The unit should first recruit people with feeding experience who work regularly in community food facilities such as Red Cross chapter canteen volunteers and the staffs of local school lunchrooms, restaurants, or cafeterias. These groups are already organized, accustomed to working together, and familiar with their own facilities that may be used in time of disaster. When trained and oriented to the aspects of disaster feeding, they can serve as first-line workers. Since many more volunteer workers may be needed for multiple and prolonged feeding operations, the unit leadership should also recruit and train other groups such as auxiliaries of church and service organization accustomed to preparing community meals. These volunteers would then be ready to supplement first-line workers.

2) Food procurement and menu planning. Centralized food procurement and menu planning is usually desirable when a number of feeding stations are operated. The selection, care, storage, and distribution or delivery of food supplies should be a closely coordinated activity. When the foods available are limited, the menu of foods to be served must be adjusted to the items available.

3) Equipment and supplies for food preparation and serving. Disaster may affect the sources of equipment and supplies and make it necessary to improvise in order to begin essential feeding. In providing the support essential for feeding stations, the committee will need to assist food supervisors in procuring equipment and supplies for the preparation and serving of food. Coordinated requisitions for cups, plates, and other expendable supplies, (including custodial supplies), and the borrowing of extra pots and kettles should be centralized for all feeding stations. Gas and electrical utilities may be disrupted and fuel for cooking may be a problem. A fuel company representative on the committee can help prepare plans for solving this problem. In addition, generators or a contracted generator supplier should be lined up ahead of time to provide electricity if necessary.

4) **Mobile feeding.** Plans for mobile feeding must be incorporated in every mass feeding program. In a disaster of any magnitude, mobile feeding is essential for victims in the disaster area, for rescue and other emergency workers performing vital functions, and for affected families who have been able to remain in their damaged homes or who have returned to salvage their possessions but are unable to prepare food.

Several key people should be assigned to plan and direct a mobile feeding program if required by your local emergency manager. As contrasted with fixed feeding stations (in shelters or central feeding), mobile canteen feeding is a specialized operation. Special menus, equipment, and workers are needed. The committee should be ready to staff, train, and supervise this type of feeding with selected workers and leaders.

Other responsibilities should be delegated to qualified key personnel: special diets, the food needs of special groups (for which a dietitian should be consulted), handling of donated foods, etc. The foregoing paragraphs provide only a suggested division of the major aspects of the operation.

Questions for Multi-Unit Administrators

1. Have you met with the Director of your local Red Cross Chapter? Do you have a written agreement specifying responsibilities?
2. Do you know what their expectations are?
3. Do you have a current list of the shelters and know for which you are responsible?
4. Do you know the capacity of each shelter?
5. Are there different expectations for different category storms (tropical VS. level five)?
6. Do you need to consider "summer plans" for schools? ie. are coolers/freezers shut-off to save utilities? are there staffing concerns?
7. Do you have emergency numbers for site managers, warehouse personnel and employees?
8. Do you know where the keys to doors/coolers/freezer/storeroom for every warehouse and school are?
9. Have you had a meeting with your site managers?
10. Are you prepared with non-perishable foods for a 3 to 5 day menu at each site? If not, is there a plan for the delivery of these foods?
11. Do you know where your special needs shelters are? Does another agency manage them?
12. Do you know who your county emergency manager is?
13. Do you have a current inventory print-out (warehouse & schools), if school is closed?
14. Do you and your staff have a personal emergency plan for your families and pets?
15. Have provisions been made to acquire or have on hand a 3 to 5 day supply of water for drinking, cooking and cleaning purposes?
16. Develop contact list, current emergency numbers, cell phone numbers, etc. Verify at least once a year. Have contingency plans in place in case lines are down, busy or unavailable.

17. Determine staffing needs. Train staff and back-ups. Assign job duties for disaster situations.
18. Plan menus and have alternatives.
19. Look at equipment, back-ups and alternatives in case of malfunction, power failure.
20. Have plenty of cleaning supplies, gloves, garbage bags, etc. available. Must continue to comply with health and safety rules and regulations to prevent injuries, food borne illnesses, etc.
21. Practice, practice, practice.

Shelter Organization Chart
(Add You County Structure)

Food Service Managers' Responsibilities

- A. The purpose of this information is to provide guidance for Food Service Managers operating a congregate feeding site in a shelter.

- B. The Building Principal or designee will notify the Food Service Manager upon the opening of the shelter. The manager will, in turn, notify the area food supervisor upon entry. Food Service Manager should remind the Building Principal or designee not to use the dining room as a shelter, unless there is no alternative due to over-population of a shelter.

- C. Food Service Manager will:
 - 1. Schedule and supervise food service personnel or volunteers in cooperation with the designated Shelter Manager.
 - 2. Conduct food service training, as well as instructions in sanitary methods and safety.
 - 3. Work with Shelter Manager in planning feeding activities, as well as the requisitioning of food items, associated supplies, and disposal of refuse.
 - 4. Utilize commodities on-hand first.*
 - 5. Keep accurate records of all food and non-food supplies used for reimbursement.
 - 6. Maintain separate accounting of USDA commodities in accordance with Bureau of Food Distribution policies.
 - 7. Provide normal feedings for breakfast, lunch and dinner. Coffee service, when provided, will be ongoing. Staff personnel and volunteers on twenty-four hour shifts will be fed as needed. Ticket systems can be used to assure that evacuees eat only one meal at a serving. Different colored tickets can be utilized to reduce numbers at a feeding. An example may be red tickets eat first, white tickets eat second, and blue tickets eat last in a shift. Provisions must be made for special times for the sick and elderly. In some cases if over population during the disaster, it may be necessary to serve only two meals.
 - 8. Manage removal of garbage by custodial or volunteer help.
 - 9. Place orders through the Red Cross to receive the purchase order numbers prior to contacting vendors.
 - 10. Ensure that the kitchen is mopped and the dining facility is cleaned daily. Garbage must be removed and properly discarded after every meal.
 - 11. In case of power loss, use canned items and sandwiches. Manage food service personnel and maintain schedules.
 - 12. Keep record of food service employee work hours.
 - 13. Coordinate any food service problems with the appropriate supervisor.
 - 14. Ensure that standard safety rules are followed and/or enforced.

**Use refrigerated or frozen foods first to avoid use of canned goods that may be needed if no electricity is available.*

Questions for Shelter Food Service Manager

See Schedule B for Additional Checklist Sample

_____ Where is the main power switch?

_____ Where are the fuse or breaker boxes?

_____ Does the shelter have any security systems installed? Are there clear directions or personnel available who know how to disable any security systems? _____

_____ Where are keys for storerooms, freezers, coolers?

_____ What is your standard operating procedure (SOP)?

_____ Is there a cellular phone? _____

_____ What is the phone number for this center?

() _____ - _____

_____ What is the address for this center?

_____ Is there a basic floor plan for kitchen/shelter restroom locations?

_____ Who is the Designated Administrator at this site?

_____ What is their cellular phone number? () _____ - _____
(if applicable)

_____ Who is the Designated Shelter Manager at this site?

_____ What is their cellular phone number?()_____ - _____
(if applicable)

_____ Is there a portable generator? Are you trained in its use?

_____ If not, is there a contract with a local vendor for a generator?

_____ Where is the AC/Fans? Are any portable fans available?

_____ Do you have bulk-catering equipment and where is it?

_____ Are there flashlights, candles, lanterns, and matches? Where are they located?

_____ Where/what water is available for mixing/heating formula? Is canned or bottled formula available? Do you have an agreement for procuring formula with a local vendor?

_____ What system do you have for holding extra water?

_____ Is there a contract with a local vendor for water?

_____ Fill up steam jacket kettle

_____ Fill up stock pots (add Chlorine bleach 1/8 teaspoon per gallon, let water stand 30 minutes before use. **Please note that this will not kill parasitic organisms.**)

_____ Implement a plan for ice to be bagged and placed in freezers.

_____ Is there a contract with a local vendor for ice?

_____ How many workers do I need? Who is not allowed in the kitchen?

_____ Has a work schedule been devised for this shelter?

_____ Where is the food inventory list? (**Note:** *One should be prepared prior to and immediately following shelter operations.*)

_____ Menus for emergencies

_____ Serving tools

_____ Where are can openers (non-electric) and food serving tools?

_____ What kind of sanitation practices should employees be aware of?
Gloves? Tongs? Hand washing?

_____ What are the food serving hours? _____

_____ How will serving lines be set up? (***Draw up a serving plan with traffic flow***)

_____ Should consideration be given to feeding elderly/children first ?

_____ What food accommodations can be made for ___ elderly
___ diabetic ___ babies ___ other special needs?

_____ How will meals be monitored so that someone doesn't eat twice
per meal?

_____ What are portion sizes? _____
(***See attached USDA Commodity Portions Chart***)

_____ Should we encourage recycling of cups, plastic utensils, etc.?

_____ Where is the coffee pot(s) and coffee supplies?

_____ How long is coffee served?

_____ Do water fountains work?

_____ Who do I contact for more food/supplies?

_____ Who is in charge of the custodial functions?

_____ Removing trash _____

_____ Cleaning restrooms _____

_____ Cleaning floor spills in the common area _____

_____ Where are custodial supplies kept?

_____ How will trash be handled? _____

_____ Add bleach/trash bags to shelter food requirements.

ATTACHMENT

**USDA COMMODITY
EMERGENCY FEEDING CHART**

COMMODITY	PACK SIZE	ADULT PORTION	SERVINGS FACTOR	SERVINGS PER CASE	# OF PEOPLE PER DAY	TOTAL CASES NEEDED 1 MEAL	TOTAL CASES NEEDED 5 MEALS
FRUIT							
APPLE SLICES	6/#10	1/2 CUP	25.2	151	5.000	33	165
APPLE SAUCE	6/#10	1/2 CUP	23.8	143	5.000	35	175
APRICOT	6/#10	1/2 CUP	24.35	146	5.000	34	171
FRUIT MIX	6/#10	1/2 CUP	23.45	141	5.000	36	178
PEACHES	6/#10	1/2 CUP	23.97	144	5.000	35	174
PEARS	6/#10	1/2 CUP	23.8	143	5.000	35	175
PINEAPPLE	6/#10	1/2 CUP	25	150	5.000	33	167
VEGETABLE							
BEANS, BLACKEYE	6/#10	1/2 CUP	21.5	129	5.000	39	194
BEANS, GREEN	6/#10	1/2 CUP	22.65	136	5.000	37	184
CORN, VAC	6/#10	1/2 CUP	20.85	125	5.000	40	200
CORN, LIQUID	6/#10	1/2 CUP	23.2	139	5.000	36	180
PEAS	6/#10	1/2 CUP	22.1	133	5.000	38	189
POTATOES, SWEET	6/#10	1/2 CUP	22.7	136	5.000	37	184
POTATO, FLAKES	6/#10	1/2 CUP	24.3	146	5.000	34	171
TOMATO PASTE	6/#10	1/2 CUP	96	576	5.000	9	43
TOMATO SAUCE	6/#10	1/2 CUP	50.7	304	5.000	16	82
TOMATOES	6/#10	1/2 CUP	22.75	137	5.000	37	183
TOMATOES, CRUSHED	6/#10	1/2 CUP	22.75	137	5.000	37	183
MEAT/MEAT ALTER.							
BEEF, CANNED	24/29	4 OZ	3.68	88	5.000	57	283
PORK, CANNED	24/29	4 OZ	3.65	88	5.000	57	285
BEANS, REFRIED	6/#10	1/2 CUP	24.45	147	5.000	34	170
BEANS, VEGETARIAN	6/#10	1/2 CUP	24.45	147	5.000	34	170
CHIX, CANNED	24/29	4 OZ	5.2	125	5.000	40	200
PEANUT BUTTER	6/#10	4 TBLES	48.75	293	5.000	17	85
SALMON, CANNED	6/64 O	4 OZ	12	72	5.000	69	347
TUNA, CANNED	6/66 O	4 OZ	12.8	77	5.000	65	326
BREAD ALTERNATIVE							
MACARONI	20 lb	1/2 CUP	19.5	390	5.000	13	64
SPAGHETTI	20 lb	1/2 CUP	19.5	390	5.000	13	64
OTHER FOODS							
MILK, NONFAT DRY	50 lb	1 CUP	10	50	5.000	50	250

Sample Menu A
Three Day Shelter Menu

Utilize stock on hand first - use refrigerated or frozen foods first. Avoid use of canned goods, which may be used if no electric power is available.

*Breakfast - each day

Cereal
Fruit Juice
Peanut Butter

*Main Meal - day 1 and 3

Sliced Meat Sandwich
Canned Vegetable
Canned Fruit
Peanut Butter

*Main Meal - day 2

Pork and Beans
Canned Vegetable
Canned Fruit
Peanut Butter

*Evening Meal - day 1, 2, and 3

Tuna and Mayonnaise Sandwich
Canned Fruit
Peanut Butter

*Snack (evening and afternoon)

Cookies
Canned Fruit

*Available at all times: Coffee, Milk, Tea, Creamer, Crackers, Jelly, Peanut Butter, Salt and Pepper

No matter how you plan your menu, remember that all these foods may not be available.

BE FLEXIBLE!

**Sample Menu B
Emergency Feeding
Breakfast**

Menu 1

Canned Fruit
Toast with Peanut Butter
Coffee
Tea
Creamer
Sugar

Menu 2

Juice
Corn Cereal
Cheese Toast
NFD Milk "C"
Coffee
Tea
Creamer
Sugar

Menu 3

Juice
Cereal
NFD Milk
Coffee
Tea
Creamer
Sugar

Menu 4

Apple Juice
Grits
Scrambled Eggs
Toast
Butter
Coffee
Creamer/Sugar

Menu 5

Canned Fruit
Oatmeal
NFD Milk
Coffee
Tea
Creamer
Sugar

Menu 6

Sliced Apples
Pancakes
Syrup
Butter
Sausage
NFD Milk
Coffee
Tea
Creamer
Sugar

Menu 7

Apple Juice
Grits
Eggs
Sausage (frozen ground pork)
Toast
Butter
Jelly
NFD Milk
Coffee
Tea
Creamer
Sugar

**Sample Menu C
Emergency Feeding
Lunch/Dinner**

Menu 1

Sliced Turkey (Turkey Roast)
Mashed Potatoes (Dehydrated)
Green Beans
Applesauce
Bread
Coffee
Tea

Menu 2

Chicken and Rice (Diced chicken)
Peas
Mixed Fruit
Bread
Coffee
Tea

Menu 3

Sliced Ham (Boneless Ham)
Macaroni and Cheese
Green Beans
Apple Slices
Bread
Coffee
Tea

Menu 4

Turkey Roast
Mashed Potatoes
Canned or Blackeyed Peas
Bread
Coffee
Tea

Menu 5

Chicken Noodle Casserole (Canned Poultry)
Peas
Peaches
Bread
Coffee/Tea

Menu 6

Spaghetti with Meat Sauce
(Ground Beef)
Green Beans
Pears
Bread
Coffee
Tea

Menu 7

Turkey Sandwich (Turkey Roast)
Pineapple Tidbits
Corn
Coffee
Tea

Menu 8

Hamburger with Bun
Vegetarian Beans
Pears
Coffee
Tea

Menu 9

Chili with Beans and Beef
(Canned or Ground Beef)
Crackers
Applesauce
Coffee
Tea

Menu 10

Barbecue Pork (Canned Pork)
Corn
Pineapple Tidbits
Coffee
Tea

Sample Menu C
Page Two

Menu 11

Ham Sandwich (Frozen Ham)
Vegetarian Beans
Mixed Fruit
Coffee
Tea

Menu 12

Ham and Macaroni and Cheese
Green Beans
Peaches
Bread
Coffee
Tea

Menu 13

Beans & Rice
Peaches
Bread
Coffee
Tea

Menu 14

Hamburger Mexican Rice
(Ground Beef or Canned Beef)
Apple Slices
Corn
Coffee
Tea

**USDA Commodity
Emergency Feeding Chart**

**Shelter Food Requirements
Capacity _____**

Shelter Name: _____

Address: _____

Phone: _____

Shelter Food Service Manager: _____

Phone: _____

Food Service Workers Phone: _____

		<u>Menu</u>	
	Breakfast	Lunch	Dinner
Day 1			
Protein	_____	_____	_____
Bread/Grain	_____	_____	_____
Vegetable	_____	_____	_____
Fruit/Juice	_____	_____	_____
Beverage	_____	_____	_____
Day 2			
Protein	_____	_____	_____
Bread/Grain	_____	_____	_____
Vegetable	_____	_____	_____
Fruit/Juice	_____	_____	_____
Beverage	_____	_____	_____
Day 3			
Protein	_____	_____	_____
Bread/Grain	_____	_____	_____
Vegetable	_____	_____	_____
Fruit/Juice	_____	_____	_____
Beverage	_____	_____	_____
Day 4			
Protein	_____	_____	_____
Bread/Grain	_____	_____	_____
Vegetable	_____	_____	_____
Fruit/Juice	_____	_____	_____
Beverage	_____	_____	_____

Individual Shelter Order and Planning Form

Commodity Food Type Cans/Cases/Bags Available On-Hand Cans/Cases/Bags Required to Complete Meal Service Ending Inventory

Commodity Food Type	Cans/Cases/Bags Available On-Hand	Cans/Cases/Bags Required to Complete Meal Service	Ending Inventory

Multi-unit Ordering Form

Food Items	Shelter Name & Location	Shelter Name & Location	Shelter Name & Location	Shelter Name & Location

Use of U.S.D.A. Commodities

Credit to schools for U.S.D.A. commodities and items used by the shelter for disaster victims or evacuees will be provided in most cases if record keeping and documentation are provided to the Bureau of Food Distribution.

Keep a separate usage sheet for U.S.D.A. commodities utilized. In the case of a disaster of long duration, documentation may have to be submitted to the BFD in order for the inventory to be replenished periodically.

The American Red Cross should reimburse each county school Board or other agency as follows:

- a. All food and expendable supplies that may be used by the American Red Cross in the conduct of its relief activities.
- b. All damage occurring as a result of the use of property and facilities.
- c. Stolen Board property incurred as a result of a facility being used as a shelter.
- d. Any cost accrued by the Board for clean-up of property or facilities used as a shelter. This should specifically be worked out with your local ARC prior to an emergency.
- e. For any questions on reimbursement see your local supervisor or American Red Cross representative.

Local Supervisor: _____
Phone: _____ Fax: _____
Address: _____

Local Red Cross Representative: _____
Phone: _____ Fax: _____
Address: _____

Sample Standard Operating Procedures for Shelter Emergency Feeding

Food Service Function

To supervise food preparation and serving to shelter occupants and disaster relief workers. Advise the shelter manager of needed supplies and the food service staff schedule. Keep accurate records of food and supplies received and expended. Record hours of personnel as needed.

Food Service Staffing

Manager will provide principal with list of all food service personnel available for duty and their home phone numbers. Designate personnel as first, second, third, in command. Be prepared to establish manpower for 24 hours per day and as many days as the shelter may be open. Food Service personnel could be assigned 12-hour shifts, such as midnight to noon and noon to midnight.

Preparing a Shelter Feeding Site

Check with your principal about your school's shelter capacity. Do not panic if you do not have room to store large quantities of food that would be needed to feed a large number of people. In case of an approaching disaster, the school district could transport food from surrounding schools and warehouses to your school. Before closing the schools for the summer, purchase and store as much of the suggested goods as your storage rooms or other designated areas will allow.

Certain basic foods and supplies need to be stored at shelter sites. A 3 to 5 day supply for 3 meals a day is recommended. Check to have all of the following non-food and food supplies on hand before leaving for the summer.

Disposables - plates, bowls, forks, spoons, napkins, straws, can liners, aluminum foil, plastic wrap, hot/cold cups.

Food supply - Canned meats such as tuna, chicken
 Peanut butter
 Canned and dried fruits
 Bowl pack cereal, oatmeal
 Canned milk
 Canned fruit drinks - 6/#10 cans
 Bread (in freezer)
 Crackers - graham, saltines (in freezer)
 Coffee, tea bags, condiments, sugar, creamer

Warehouse Personnel

The contact names and numbers for these employees should be available to all food service staff.

Feeding a Shelter Site

First, remember that eating food is the only "entertainment" that occurs in a shelter; therefore, attempt to provide several menu items, especially at lunch and dinner. Disaster conditions and availability of food will dictate your ability to do this. The menus will depend greatly on whether the shelter does or does not have power. If possible, cook and prepare food from the cooler/freezer first. If there is no power source, proceed with preparing cold foods such as peanut butter sandwiches and canned fruits.

Feeding during the first 24 hours following disaster will probably be continuous. Later, try to establish a definite schedule for meal service. For example, breakfast - 7:00 a.m. - 8:00 a.m., lunch - 12:00 noon - 1:00 p.m., dinner - 6:00 p.m. - 7:00 p.m. Coffee/cold drink service can be continuous.

Food service staff should serve all food, rather than allow for self-service. Technically, meal service is allowed only for those registered in the shelter and for disaster relief workers. Devise a method to account for each meal served to each person. Purchase rolls of theater style tickets in three different colors. Designate one color each for Breakfast, Lunch, and Dinner. Collect the tickets at POS and **SAVE THE TICKETS**. Also, write the number of tickets collected on the production record (discussed in Record Keeping), after every meal served. Tickets will have to be distributed on a daily basis to every individual in the shelter.

Procedure for Donated Items

A shelter is the recipient of many donated items - food and non-food. Under **NO CIRCUMSTANCES** are you to distribute any donated food without prior approval of the Red Cross official.

It is American Red Cross policy to NOT accept donations of "in-kind items" such as clothing, furniture and food. There are many reasons for this policy. In addition to Food Safety issues, the Red Cross does not have the resources or systems in place to manage the receipt, sorting, storage, and distribution of the vast variety of goods likely to be donated in a disaster.

Should someone arrive at your shelter with items to donate, politely decline the offer, explain why we can't use their donation, and refer them to a church or other organization, such as Salvation Army, St. Vincent De Paul Society, Metropolitan Ministries, or community service clubs known to be collecting donated relief items. Some items, however, may be appropriate, particularly shelter supplies such as blankets, cots, etc.

Contact the DOC/ROC for instructions on accepting and distributing these items. Encourage financial contributions as the most effective way to help the Red Cross efforts.

The Primary exception to this rule is if a commercial restaurant wishes to donate food which is in perfect condition. Acceptance of donated food **MUST** be approved by both the Shelter Food Service Manager and the Red Cross official responsible for the shelter. All health laws prevail, even under disaster conditions.

Record Keeping

Beginning inventory of all food and supplies should be taken before mass feeding starts. Inventory usage must be maintained once meal service starts by using stock control sheets. Keep a simplified food usage sheet for each meal served (see attached). Keep time sheets for those authorized to receive compensation for work performed. Meal counts, based on tickets collected, must be recorded on food usage form. Keep a record of all in-coming supplies and food, including where each came from (i.e. warehouse, distributor, supermarket, another school, etc.) When the shelter is officially closed by Red Cross officials, submit all documentation to the SAC, Food Service Office. Red Cross funds compensates employees for their work time and reimburses the food service office for any supplies used. Reimbursement is only given if appropriate records are maintained.

Please keep a separate usage sheet for U.S.D.A. commodities utilized. Depending upon the length of operation, documentation may have to be submitted to the Bureau of Food Distribution in order for the food to be replaced.

Operating Procedure Narrative

Food Services

Feeding for shelter operation will generally be done through the shelter cafeteria facilities, if they exist. In a long term sheltering operation or in cases where no cafeteria facilities exist, food may be delivered from remote food preparation sites. Shelter occupants should be encouraged to assist as helpers and servers, and on the clean up crew.

Schools will normally stock a three to five-day supply, based upon shelter capacity, of easily prepared foods - especially foods which do not require the use of electricity for preparation.

Make sure that an inventory has been completed on school stocks as soon as the shelter is opened. The person in charge of feeding will arrange for someone to receive, store, issue, and keep records of supplies.

Upon the opening of a shelter, personnel should fill clean, sanitary containers with potable water in the event that municipal water becomes either contaminated or inoperative. Should this occur, all stored water must be rationed for drinking, medical and food preparation purposes only. It is unlikely that any water can be distributed until the storm has passed.

Suggested Foods and Menus

Menus should be planned based on foods available, with perishable foods being used first. Sufficient food should be prepared to provide second servings. U.S.D.A. foods will become available for long term feeding as soon as an assessment has been made by the Bureau of Food Distribution.

Supplies and Receiving

Because the decision to open shelters may be made in such a way that little lead time is given, your shelter may be open several hours before any supplies are delivered. Shelter staff should be prepared to operate the shelter in the absence of all needed supplies during the early stages of a sheltering event. School will normally stock 3 to 5 day supply of food year round. Schools that are not used as shelters may provide additional food to support shelter operations.

Upon activation of a shelter, schools should reorder an additional supply of food and paper goods, including commodities, through their normal channels. Should you need additional supplies, notify the DOC/ROC with clear and explicit descriptions of the materials needed and realistic time lines for delivery in light of the situation.

Purchasing Supplies/Reimbursements

The American Red Cross may compensate for supplies needed to operate the shelter such as food, paper products, medical/first aid items, flashlights, batteries, diapers, feminine napkins, infant formula and other AUTHORIZED items. Expenditures for items other than those mentioned above can only be made with the prior approval of the DOC/ROC. Authority to purchase will be provided in the form of a purchase order number provided to the Shelter Manager or the Shelter Logistics Officer. American Red Cross Disbursing Orders, (ARC Form 140c), are NOT to be used unless expressly directed to do so by the DOC/ROC. Do not procure supplies on your own without authorization from the DOC/ROC unless communications with the DOC/ROC have been lost and the situation demands immediate action.