

FOOD AND NUTRITION MANAGEMENT

Florida Department of Education

Hurricane Outreach Preparation

A. Chain of Command

- ◆ To reduce possible confusion, determine the chain of command to identify individuals who have the authority to activate the plan.
- ◆ Provide a copy of the chain of command to school administrators and school foodservice personnel.
- ◆ Post the chain of command in a common location at each foodservice operation.

B. Contact Directory

The emergency readiness plan should identify the names and contact information of the individuals who are responsible for the various aspects of the foodservice. This will provide a coordinated, cohesive approach to manage the emergency.

- ◆ Emergency Response Team Coordinators. Select coordinators, who are knowledgeable, can work well with others, and can handle complex situations with ease.
 - Meal Production Coordinator_____
 - Inventory/Records Coordinator_____
 - First Aid Coordinator_____
 - Kitchen Clean-Up Crew Coordinator_____
 - Messages Coordinator_____
 - Donations Coordinator_____
- ◆ Develop a directory of names and contact information of team coordinators and other support individuals such as principals, health officials, State agency staff, foodservice managers, and vendors.
- ◆ Encourage employees to have a family emergency readiness plan. Determine if employees can be available in the event of a disaster.
- ◆ Include a calling system to ensure a method for contacting everyone.

C. Foodservice Director's Responsibilities

◆ Before...

- Determine when to implement the foodservice emergency readiness plan.
- Designate the second in command for the foodservice operation.
- Develop alternate operating procedures. Provide written descriptions for routine tasks.
- Plan a three-day menu and ensure foods are available to accommodate the special-needs population.
- Identify needs of the foodservice staff.
- Identify community resources. Contact Dept of Agriculture Food Distribution for access to commodities
- Identify community and State resources.
- Attend specialized training with local relief sources
- **Prior to Impending Storm**
 - Perform physical inventory of food supplies
 - Check Hurricane Supplies inventory.
 - Move frozen and refrigerated food to a frozen food truck unit
 - Move all needed documents offsite.
 - Student enrollment; #free, #reduced, #paid
 - Ensure school rosters are stored off-site.

◆ During...

- Provide timely updates of the current situation.
- Implement alternate food safety and other standard operation procedures based on the severity of the disruption.
- Approve the purchase of extra supplies(such as disposable dishware, flatware, food supplies, and bottled water) needed in time of emergencies.
- Work with State and local authorities such as health officials, State agencies, and the emergency relief organization.

◆ After...

1. Ascertain availability of utility service(s) at every school cafeteria.
 2. Ascertain condition of frozen foods storage facilities at every cafeteria site and central storage facilities if applicable. What is the value on hand and what is the value of lost inventory.
 3. Ascertain condition of dry food storage facilities and dry food inventories at every cafeteria site and central storage facilities if applicable. What is the value on hand and what is the value of lost inventory.
 4. Ascertain the structural integrity of cafeteria facilities at every school site and determine if meals can be produced. If not, determine what structural repairs and/or equipment is needed.
 5. Ascertain available of food service workforce to begin meal production.
 6. Ascertain purchased food needs for each functioning cafeteria site for near term (one-week) and beyond.
 7. Determine condition of point of service (POS) meal counting system at every school cafeteria site.
 8. Request appropriate waivers from USDA as needed.
 9. Ascertain availability of local off-site food storage facilities for both dry and frozen goods.
 10. Coordinate with USDA and FLDOA for delivery of commodity foods as needed.
 11. If satellite meal production is needed, assist in determining the satellite production sites and the sites that will be served.
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- Schedule a post-emergency meeting to evaluate the effectiveness of the readiness plan.
 - Submit documentation to State agency, vendors, and/or school district administration.
 - Write thank you letter(s) and provide certificate of appreciation to staff, volunteers, and community organizations.

- **Evaluating the emergency readiness plan**

After an emergency, evaluate the emergency readiness plan. To evaluate the effectiveness of the plan consider asking the following questions:

- Was the Emergency Response Team available when contacted?
- Did the contact directory contain current names and phone numbers?
- Did foodservice employees know what to do during the emergency?
- What measures were taken to ensure food safety?

D. Standard operating procedures

Develop a standard operating procedure for short- and long-term interruptions. Consider including input received from the response team coordinators and the foodservice employees.

Remember, what worked well in one situation may or may not work the next time, so be sure to include a contingency plan as part of the procedures.

Foods to consider:

Foods that are generally available in the foodservice operation

- Ready-to-eat foods
- Portion sizes
- Number of meals that can be prepared from the emergency inventory
- Availability of bottled water
- Availability of food and supplies from community resources
- If a variety of foods will be offered
- If a vegetarian selection will be offered
- Availability of foods to accommodate individuals with special needs
- How much labor is needed for food preparation and cleanup
- Documentation to receive adequate reimbursement
- Shelf stability of goods and supplies

The Food Service Department needs to have an accurate account of the availability of food and supplies. Check with your State agency for provisions regarding reimbursable meals in the event of an emergency. Document all contaminated or damaged foods and supplies.

Delegation of Tasks

This list provides routine tasks of the foodservice operation. Use this list during the time of foodservice disruption. If the designated individual is unavailable to perform the task, the Emergency Response Team coordinator(s) should delegate the task to another individual.

Food Service Director or School Manager

- Manages the foodservice operation. Assigned staff to communicate with:
 - _____ Local officials
 - _____ State officials
 - _____ Public officials
 - _____ Monitors food safety
 - _____ Answers phones
 - _____ Checks e-mail
 - _____ Schedules employees
 - _____ Maintains inventory of food, supplies, and bottled water
 - _____ Assists in menu planning based on inventory, available utilities, water supply, and storage space
 - _____ Reports and documents any loss of food, supplies, and/or equipment
 - _____ Maintains reimbursement records
 - _____ Determines available storage space for donations
 - _____ Schedules clean-up
 - _____ Schedules volunteers
 - _____ Writes thank-you notes to contributors and volunteers
 - _____ Prepares and presents certificates of appreciation

Resources:

American Red Cross. *In the news.*

<http://www.redcross.org/>

Federal Emergency Management Agency (FEMA). *Disasters and emergencies.*

<http://www.fema.gov/library/dizandemer.shtm>

Food and Nutrition Information Center (FNIC). *Emergency preparedness.*

<http://www.nal.usda.gov/fnic/etext/000080.html>

FORMS

Pagers and Radio Communications

Identify the individuals who are responsible for pagers and radio communications.

Post this list in a common location.

Feeding Site _____

Food Service Director or Manager _____

Pagers _____

Radio _____

1) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

3) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

4) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Keys to Foodservice Operation

Identify the individuals who will have keys to the foodservice operation.

Post this list in a common location.

Master Key(s)

Foodservice Office Keys

1 Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Refrigerator(s) Keys

Milk Cooler(s) Keys

1) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2) Name _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Storeroom Keys

Freezer(s) Keys

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

School District Emergency Contacts

Identify school district contacts who will assist the foodservice operation in case of an emergency.

Some examples are principals, teachers, computer support staff, nurses, clerical support staff,

Administrator(s)

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

3) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Computer Support

Staff

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Clerical Support

Staff

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

School Nurse(s)

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Maintenance Foreman; Custodian(s)

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Local Public Health and State Agency Emergency Contacts

Identify local and State contacts who will assist the foodservice operation in an emergency. Some examples are public health officials and State agency personnel. Post this list in a common location.

Public Health Official(s)

State Agency

1 Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Utility and Community Relief

Organization Emergency Contacts

Identify utility and community relief organizations that will assist the foodservice operation in an emergency.

Electric Company

Gas Company

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Water Company

1 Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2) Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Sanitation and Sewage

1) Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2) Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Message Carriers

Identify local individuals who will serve as message carriers for the foodservice operation. Some

examples of individuals are parents, volunteer organizations, and bus drivers.

Remember, telephones, cell phones, e-mail, and computers may not operate in the event of an emergency.

1) Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

2)Name

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

3)Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

4)Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Drivers and Transporters

Identify local individuals that can assist in transporting food and supplies for the foodservice operation in an emergency. Some examples are bus drivers, truck drivers, food vendors, and factory workers.

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

3) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

4) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Local Food Sources Emergency

Contacts

*Identify local food sources that will assist the foodservice operation in an emergency.
Some examples are food companies, local restaurants, and local grocery stores.*

Food Source(s)

1) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

2) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

3) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

4) Name _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Local Beverage Suppliers

Emergency Contacts

Identify local beverage suppliers that will assist the foodservice operation in an emergency.

Some examples are dairies, beverage distributors, local restaurants, and grocery stores.

Beverage Suppliers

1) Name

Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Cash on Delivery Purchase Order Charge Donation

2) Name

Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Cash on Delivery Purchase Order Charge Donation

3) Name

Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Cash on Delivery Purchase Order Charge Donation

4) Name

Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

Cash on Delivery Purchase Order Charge Donation

Local Cleaning and Chemical Supplies Emergency Contacts

Identify individuals who will assist the foodservice operation in obtaining cleaning and chemical supplies in an emergency. Consider vendors, local restaurants, and grocery stores.

Cleaning and Chemical Supplier(s)

Name _____
Company _____
Position _____
E-mail _____
(H) Phone _____ **(W) Phone** _____ **Cell Phone** _____
Home Address _____

Cash on Delivery

Purchase Order

Charge

Donation

Standard Procedures Following an Electric Power Disruption

Feeding Site:

Prepared by:

Approved by:

This procedure will take effect if the foodservice operation is without electric power for hour(s).

Procedure:

To maintain temperatures, open refrigerators and freezers only when necessary.

Flashlights with batteries are located

Keys to foodservice offices are located

Keys to refrigerator(s) are located

Keys to freezer(s) are located

Facility is equipped to operate on back-up generator. Yes No

If yes, the generator is located and will be operated by .

Alternate inventory and menus available. Yes No

Emergency inventory available. Yes No

Manual can opener available. Yes No

Facility is equipped to operate on steam heat. Yes No

Facility is equipped to operate on gas power. Yes No

Alternate arrangements have been made Yes No

With whom

Cash on Delivery Purchase Order Charge Donation

Cellular phones..... Yes No

If Yes, cellular phone number(s)

Monitor refrigerator temperatures every minutes.

Monitor milk cooler temperatures every minutes.

Monitor freezer temperatures every minutes.

Monitor internal temperatures of food every minutes.

Use food within hours; discard food within hours.

Actions required when temperatures exceed minimum for food safety are:

Additional refrigeration storage is available Yes No

If Yes, where?

Additional freezer storage is available Yes No

If Yes, where?

The following will be washed and sanitized manually:

- Utensils Yes No
- Serving dishes Yes No
- Pans..... Yes No
- Smallware Yes No
- Equipment Yes No

Disposable serviceware available:

- Cups Quantity
- Plates Quantity
- Silverware Quantity
- Bowls Quantity
- Aluminum pans Quantity

Alternate Resources for an Electric Power Disruption

The list below identifies where to locate alternate electrical resources for the foodservice operation.

Generators

Refrigerator Storage

Freezer Storage

Name _____
Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

- Cash on Delivery Purchase Order Charge Donation

Name _____
Company _____
Position _____
E-mail _____
(H) Phone _____ (W) Phone _____ Cell Phone _____
Home Address _____

- Cash on Delivery Purchase Order Charge Donation

Name

Company _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Cash on Delivery

Purchase Order

Charge

Donation

Ice

Name

Company _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Cash on Delivery

Purchase Order

Charge

Donation

Name

Company _____

Position _____

E-mail _____

(H) Phone _____ (W) Phone _____ Cell Phone _____

Home Address _____

Cash on Delivery

Purchase Order

Charge

Donation

Standard Operating Procedure for a Gas

Disruption

Alternate inventory and menus available. Yes No

Emergency inventory available. Yes No

Facility is equipped to operate on steam heat. Yes No

Facility is equipped to operate on electricity. Yes No

Cellular phones are located

Number

Feeding Site:

Prepared by:

Approved by:

This procedure will take effect if the foodservice operation is without gas power for hour(s).

Procedure:

Special tools are located

Individuals trained to disconnect gas

Standard Operating Procedures for a Water Supply Disruption

Sufficient supply of bottled water is available. Yes No

Alternate menus are available. Yes No

Disposable cups, plates, silverware, bowls, and pans are available. Yes No

Ice machine is on location. Yes No

Dispose of ice in ice machine when

Alternate arrangements have been made Yes No

With whom

Cash on Delivery

Purchase Order

Charge

Donation

Feeding Site: _____

Prepared by: _____

Approved by: _____

This procedure will take effect if the foodservice operation is without water for hour(s).

Procedure:

Alternate Resources for a Water Supply Disruption

The list below identifies where to locate alternate water supplies for the foodservice operation.

Potable Water

Other Water Sources

Name _____

Company _____

Position _____

E-mail _____

(H) Phone _____ **(W) Phone** _____ **Cell Phone** _____

Home Address _____

Cash on Delivery

Purchase Order

Charge

Donation