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| Food Services |
| Supervisor: **Shelter Manager/Incident Commander** |
| Mission: | Supervise on-site food preparation and service for shelter residents and workers. Advise Logistics supervisor or Shelter Manager of food and supplies that are needed. Prepare and monitor the food service staff work schedule. Keep accurate records of food and supplies received and expended. If requested, record the hours of personnel. |
| **Activation (Phase I & II)** |
| * Discuss the following with your shelter manager:
* Meal Schedules
* Menus
* Procedures for obtaining food and supplies
* Establish a beverage and snack canteen service as soon as possible.
* Determine when the first meal will be needed
* Quickly inventory facility's food and supplies, i.e., paper towels, plastic and paper utensils, coffee, etc. Keep list in order for Red Cross to restock upon closure of shelter.
* Plan menus based on several considerations: availability of food, convenience of procurement, age of clients, cultural, health condition of shelter occupants, cost, etc.
* Locate dining area near the serving area. Arrange to have tables and chairs set up to accommodate the maximum number of persons expected to be served.
* Constantly evaluate staffing needs in order for meal service to function in a timely, efficient manner. If more food helpers are needed, talk with the Shelter Manager.
* Consider the following food service staffing positions:
* Kitchen and Logistics Supervisor, Cook and Helpers, Food Preparation Workers,
* Dish Washers and Clean-Up Crew.
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| **Operation (Phase III)** |
| * Establish a work schedule and, as necessary, assign shifts
* Ensure that your staff are assigned to and briefed on their specific duties.
* Keep your menus simple.
* Ensure that there is enough food for everyone, that food is not wasted, and that families are not taking more food that they actually need.
* Ensure that all food is eaten in the Food Service area and is not taken out into other areas of the facility.
* Be open to comments from the shelter occupants.
* Preferably, serve food in accordance with the weather conditions: If it's hot, serve cold or chilled food, etc.
* Keep records of all food and supplies obtained; keep receipts of all expenses incurred. Record any breakage of the facilities equipment.
* Ensure that food areas are kept clean and sanitary.
* Keep the shelter manager informed as to the status of your food operation, report problems or needs, etc.
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| Food Services - continued |
| **Shift change or Deactivation (Phase IV)** |
| * Determine when the last meal will be served.
* Discuss with the shelter manager how excess food and supplies will be handled.
* Ensure that the kitchen and food service area is clean and restored to pre-disaster status.
* Participate in end of shift meetings to reduce secondary traumatic stress and to provide peer support
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