

Listening Guide

NAMB Mass Feeding Training

Part 1 Organization and Service Areas

Preparation is key for all deployments. Prayer is essential and so pray as you prepare for your deployment specifically for those you will serve and those that will be serving with you. Pray for your family be well while you are away. Ask your family, friends, co-workers and church family to pray for all aspects of this deployment. Ask God to prepare your heart and for the opportunity to share the gospel.

Ministry in Action is the Disaster Relief Ministry's first priority. We are bringing **Help, Hope & Healing** to survivors of a disaster.

Organization and Service Areas

Our management format follows the **Incident Command System (ICS)**.

This may be new to you as a new volunteer, so let's go a little deeper to get you acquainted.

The ICS is a chain of command that provides a flexible structure and clear organizational process for duties involved in disaster relief and follows the **National Incident Management System (NIMS)**.

The basic ICS Chain of command includes:

1. **Incident Commander** (White hat for DR) is the person in the lead role of the entire operation. This person has had extensive training and expertise.
2. **Operations** is the next component, which we call '***boots on the ground.***' The Feeding Unit falls under this area.
3. **Logistics**-Coordinates acquisitions and resources.
4. **Administration**-Coordinates and ensures that all vital paperwork (time sheets, insurance forms & invoices etc.) gets completed, collected and distributed to the Incident Commander.
5. **Planning**-Coordinates the objectives and develops an operational plan.

The Feeding Unit falls under the Operations Division and we will explore leadership roles.

The Feeding Unit Director (Blue Hat) works and reports directly to the Incident Commander. This person has had enhanced experience and training for this role. Duties include the assigning all **Crew Chiefs** (also **Blue Hats**) which oversee specific areas under the **Feeding Unit**. The **Feeding Unit Director** coordinates efforts with our partners in disaster relief such as, the Red Cross and The Salvation Army. This person manages all of the responsibilities for the **Feeding Unit**.

There are several **crew chiefs**: **Lead Cook; Inventory Warehouse Coordinator; Food Delivery Coordinator; Serving Line Coordinator; Sanitation/Wash Area Coordinator; Maintenance Coordinator; and Administrative Coordinator.** We will examine each of the leadership roles.

Lead Cook-works with the **Feeding Unit Director**, to plan the menu; determine quantity, food prep procedure, and ensure that prepared food is delivered on time. The Lead Cook is also responsible for making the work schedule, staffing and supervising volunteers. This role requires the preparation and coordination of food orders on behalf of the Red Cross and The Salvation Army. The Lead Cook has a very important role of making sure that the process coordinates with our partners and that all volunteers adhere to safe food handling practices.

Inventory Warehouse Coordinator-Organizes incoming food truck deliveries and departures, documents both and inventory supply, ensures safe storage requirements and maintains all records.

Food Delivery Coordinator-Supervises the loading of out-going meals on food trucks ensuring that items are carefully sealed and tagged with required information to include, destination, number of servings per container, time and temp. The goal is to ensure safe and accurate distribution of food to the serving line or community distribution sites.

Serving Line Coordinator-Selects, designs and supervises the setup of the serving line. Provides training and assigns servers to work on the line. Also reaches out to those needing encouragement. Primary responsibility is to have successful distribution of food, site cleanliness, maintain food quantity, while following safe food handling practices (every 2 hours check food temp).

Sanitation/Wash Area Coordinator-This person supervises the wash area, set-up and break down of the sanitizing area, documenting proper chlorine levels and temps. Oversees the proper disposal of grey water. Inventories all cambros and reports staffing needs to the Unit Director. (Cambros are the red insulated containers that food is delivered in and served from on the serving line.) This area is crucial to the entire operation providing clean supplies for all of the above listed areas.

Maintenance Coordinator-This blue hat leader is responsible for repairs and service of all equipment. The coordinator assists with set up and shut down of the site and maintains generators and all power equipment. Performs safety inspections and documents functions and concerns with the Feeding Unit Director. This person should have mechanical knowledge.

Admin. Coordinator-This person coordinates all personnel paperwork (insurance, work logs, receipts etc.) and duties as required. Organizational skills are a must in this position. This information is important for all aspects of monitoring the services to the community and the service provided by Disaster Relief.

Review

Ministry in Action is our first priority. (T or F)

The ICS chain of Command consists of: Incident Commander, Operations, Logistics, Administration and Planning. Which of these is responsible for the entire operation?

Where does the Feeding Unit fall under the ICS chain of command?

Questions/Notes

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Part 2 Feeding Units & Equipment

Mobile Kitchen Units

There are two kinds of mobile Kitchens.

The Tent Kitchen-best described as a mobile kitchen that is carried on a trailer and set up under a tent.

The Mobile Kitchen Trailer-best described as a trailer that is fully self-contained with all of the equipment such that volunteers actually use the equipment on the trailer.

Kitchen Unit Equipment

1. **Tilt Skillet** -an extremely large cooking vessel that can hold between 20-40 gallons of food. The skillet is made out of stainless steel and has a gas burner under the skillet, so to avoid burning or sticking, contents must be stirred constantly.
2. **Convection Oven**-used for baked goods and frozen foods. Can be used to bake 250 biscuits at one time. (Requires Propane & Electricity to operate)
3. **Can Opener**-opens #10 cans with little difficulty. This is the size generally used for mass feeding.
4. **Hand Washing Station**-must be in close proximity to the work site. The station generally consists of a hot water source, soap, grey water receptacle (grey water is water that has been altered by a cleaning agent additive) or appropriate drainage and paper towels.
5. **Sanitation Station**: Three-part sink, for cleansing process, first is for washing items, the second is rinsing and third sink is for sanitizing items previously washed and rinsed. (temps will be discussed in Part 5. Again, grey water is a concern and must be correctly disposed.

All mobile kitchen, follow the guidelines of the United States Department of Agriculture (USDA), Food & Drug Administration (FDA), U.S. Dept. of Public Health, and the local Health Department.

Whenever Disaster Relief deploys to a site for service, we must contact the local health dept. to inform them of our work in the area and assure them of our compliance with the local health safety requirements and invite them to come to inspect our work site.

When you volunteer to work with an established team, you must follow their procedures.

There may also be times when you will use a local kitchen in a church or a school. *Always follow safe food handling guidelines...*

Quick Check!

What are the two types of mobile kitchens?

What local department must Disaster Relief contact when setting up a mobile kitchen?

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Part 3 Volunteer Health & Safety Procedures

Three specific health and safety manuals were used to develop 'The Disaster Relief Feeding Unit Manual' and our current policy and procedural guidelines. They are listed below:

1. American Red Cross Manual
2. ServSafe-of the National Restaurant Assoc.
3. U. S. Dept. of Agriculture/FSIS

Safety is very important...staying safe requires thinking about how to avoid accidents. Because accidents can happen. Always ask.... What is Safety? Safety is being careful, following rules and guidelines and an attitude to focus on being proactive.

Accident Prevention....

- Don't touch anything electrical with wet hands or while standing on wet surfaces
- Report and don't use worn or frayed electrical cords
- Never handle downed power lines
- Read & get instructions before using electrical equipment
- Always close doors/drawers to avoid mishaps
- Use sufficient light in work area

Fire Prevention....

- Check gas connections before lighting stove or appliance
- Extinguish all flames and pilot lights when refueling
- Never extinguish a grease fire with water and put the lid on to starve the flame
- Have a Fire Extinguisher (BC/ABC) nearby (A least 5lbs. & fully charged)
- Don't keep flammable fluids near open flames
- Keep matches secure and discard burned matches in metal containers

Basic safe cooking procedures must be followed....

- Watch handles on hot pots and pans
- Use dry oven mitts or gloves when handling hot pans
- Use caution when handling knives and wash separately and store separately
- Walk carefully in the kitchen area
- Keep environment clean, sweep up food, glass, etc. to avoid slippage and mop up wet floors

Quick Check

What is the best way to avoid accidents in the kitchen?

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Part 4 Food Health & Safety

In this session Food Safety Hazards are being discussed. There are three main hazards that can cause food to become unsafe, Biological, Chemical and Physical.

Biological- Hazards such as bacteria or microorganisms are caused by unsafe temperature controls. Food must be heated for distribution by DR to a minimum of 165 degrees (165-180 degrees). Once heated, it must maintain a proper holding temperature (not less than 140 degrees for hot foods) and should not be held longer than 4 hours. Cold foods must be kept below 40 degrees.

Germs and microorganisms need a ph. range of 4.6 to 7.5 and temps between 41-135 degrees Fahrenheit, which is often referred to as the '**danger zone.**' Moisture and oxygen are also helpful to their growth and there are some bacteria that does not need oxygen to grow.

Cross contamination is another culprit that can cause problems-cleaning and sanitizing is crucial before and after working with food. Keep raw food and utensils used with uncooked food away from cooked food. When cloths are used to clean and sanitize an area that had raw food, you should get a new cloth for future cleaning and sanitizing.

Chemical- Hazards resulting from chemical agents to food can be avoided by removing chemicals safely away from the food preparation areas. If you are required to handle chemical agents, be sure to remove your apron go to a none food prep area, complete your task and thoroughly wash your hands and follow safe food handling procedures.

Physical- Disaster Relief uses approved FDA guidelines when it comes to food preparation. We use prepackaged foods, mostly canned or frozen that has been processed by FDA approved vendors. We do not use locally grown produce, because we are unable to confirm the method used by farmers to cultivate the crops. We clean and sanitize cans to avoid content contamination.

We create barriers to limit people from entering the food preparation areas to avoid exposure from airborne contaminants. Personal hygiene plays an important role in keeping food safe. Hand washing with warm water and soap for 20 seconds is required. Wash both the back and palm of your hands taking care to clean under nails and wear your gloves. Each time you change from one food to another, wash your hands and change your gloves.

When should you wash your hands.... anytime you touch something not related to what you are cooking and upon working for four hours.

Wear hats to contain your hair, don't wear jewelry unless a band ring, cover sores with bandages and do not report to work if you are not well.

Safe Temps – Using a thermometer is the safest way to ensure that food is cooked to the proper temp. and should be monitored regularly. Frozen food should have a range of 0-18 degrees; refrigerated food 35-40 degrees; dry foods should be kept between 50-70 degrees. Hot foods must be heated to 165-180 degrees and while serving must not fall below 145 degrees. *Food must be stored at proper temps and should be monitored every 2 hours to ensure proper temperature is maintained.

Quick check!

What are the three types hazards that affect food safety?

How important is temperature control?

What is the danger zone?

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Part 5 Operations & Food Preparation

Now we will apply what we learned in the previous 4 training courses.

Food Preparation

At the beginning of your day, report to admin to sign in and report to the Lead Cook for your assigned duty for the day. Before the start of the day's work, a morning meeting occurs, where you receive a daily devotion, pray together, and discuss the duties for the day. You may have a brief discussion regarding safety procedures. Always take a tour of the area and find all of the materials you may need to perform your duty.

Rely on your training, by following safe food handling procedures. The following are reminders for a safe tour of duty. ***When in doubt, ask!!!***

Follow safe cleaning guidelines.

- Unplug electrical equipment
- Keep food from areas being cleaned and/or remove parts to be cleaned
- Air dry and reassemble equipment

Serving Line Safety

- Clean and sanitize serving area
- When food arrives check temperature of food and document with the time
- Remember food may be served or held for up to 4 hours
- **Danger zone is 40-135 degrees** (if reached within 2 hours, food may be reheated and served)
- Use long handle utensils- in cambros to keep food temps safe & avoid physical contact
- Store utensils properly when not in use and change every 4 hours and at shift change
- Always wear gloves
- Keep ice **'hands free'** always use a scoop.
- Get clean cloths after cleaning any raw food.

Clean Work Areas

- Remove trash frequently and carefully
- Use cans with lids and do not over fill
- Double bag to avoid spills
- Keep dumpster area clean
- No animals are allowed in feeding unit area

Sanitation. Proper cleaning is vital. There may be different tools used such as power washers and steam cleaners, however, the three-step cleaning process is most commonly used. Items to be cleaned should be free of any food items and washed in a sink filled with hot soapy water (110-120 degrees), then placed in the second sink for rinsing and in the third sink items will be sanitized in a bleach or sanitation solution @105-120 degrees containing 1 tsp. of bleach to a gallon of water for 2 mins (50ppm). Items should then be allowed to air dry to avoid contamination. Water should be replaced when temp drops or when the sudsy water becomes soiled.

On a security note, please keep your eyes open and report anything out of order to your blue hat coordinator.

Congratulations for completing your online training for Disaster Relief Feeding Unit.

**Bring this form with you so that we may review
before using what you have learned!**