Feeding Fundamentals
Learning Objectives

• Identify canteening, mobile and fixed feeding site tasks typically performed by a Feeding responder

• Identify procedures for handling food safely
What Is Feeding?

• Feeding is when the Red Cross provides food, drinks and snacks to those affected by and responding to disasters ranging from single-family home incidents to larger events like tornadoes, floods, hurricanes and catastrophic incidents.
Feeding at Waldo Canyon
What Else Is Feeding?
Core Values

- Compassionate
- Collaborative
- Creative
- Credible
- Committed
Where Do Meals Come From?

- Partner organizations
- Local vendors and caterers
- Mobile or commercial kitchens staffed by Red Cross workers
ERVs for Feeding

• Designed to distribute food, drinks and bulk distribution items
• Shows Red Cross presence in a community
An ERV Has…

- Shelves and cabinets
- Cargo hooks
- Back doors
- Service window
- Plexiglas message area
Feeding Accessories

Cambro

- Brand name for a food storage container
- Stores hot food, cold food or beverages and can be labeled with temperature, time and food description
- Can weigh more than 40 lbs. when full and require two people to lift
- Must be secured while traveling
Feeding Accessories
Feeding Accessories

Banquet Pack
Individually wrapped packet of eating utensils, a napkin and sometimes condiments
Feeding Accessories
Feeding Accessories

Bungee cords, cargo straps or netting
Secures equipment safely
Feeding Accessories
Feeding Accessories

Gloves
Worn when handling and distributing food
Feeding Accessories
Feeding Accessories

Hat and Hairnet
Worn when handling and serving food.
Feeding Accessories
Feeding Accessories

Thermometer
Used to check that food temperatures are in the safe range
Feeding Accessories
Feeding Accessories

Clamshell

- A closable foam food container used for individual food service
- Holds an entree and two side dishes
- Always filled "to order" for a client
Feeding Accessories
Feeding Accessories

Serving utensils
Ladles, spoodles and tongs are used to serve food and maintain portion control
Feeding Accessories
Feeding Accessories

Marker
For recording food temperatures and times on Cambro labels
Three Types of Feeding

• **Canteening** serves first responders assisting with disaster response efforts, shelter residents and others who need hydrated and fed.

• **Mobile Feeding** uses emergency response vehicles (ERVs) and other vehicles to distribute meals, snacks and drinks to clients in their neighborhoods.

• **Fixed Feeding** takes place at designated locations in and near the disaster-affected area.
What Is Canteening?

• Distribution of drinks and snacks to responders engaged in disaster response
• Frequently accomplished using an ERV or other vehicle
• Putting out snacks and drinks on a table at a location where workers or clients may congregate
• Could last for less than an hour or take place over many days
Your Canteening Tasks

- Make coffee.
- Load and unload snacks, drinks and other needed items on the vehicles.
- Pick up coffee and/or meals from vendors.
- Serve items to emergency workers and clients.
- Maintain inventory of food, snacks, supplies and equipment.
- Interact with emergency workers or clients.
- Clean and sanitize feeding equipment and return it to the vehicle.
- Complete and submit required reports.
What is Mobile Feeding?

- Typically travels along designated routes planned by a supervisor
- Usually performed twice daily by teams of two or more volunteers
Your Mobile Feeding Tasks

• Load ERV with food, drinks and equipment.
• Drive assigned route to deliver meals, snacks and drinks, stopping for short intervals.
• Announce arrival and make an alert sound.
• Assemble meals in "clamshells".
• Take food and drinks to those who cannot come to the ERV.
• Talk to people at the stops to collect information and report this information back to your supervisor to be used for planning.
Your Mobile Feeding Tasks

- Notify clients when we will discontinue the mobile feeding in their area and advise them where they can go for ongoing help.
- Report meal, snack and drink counts daily, with any suggested changes.
- Count remaining items; adjust inventory for next route.
- Refuel ERV and perform maintenance checks as needed.
- Return, clean and sanitize equipment.
What Is Fixed Feeding?

• Fixed feeding takes place at sites where clients and emergency workers can congregate in a location that is set up to serve meals.

• Food for a fixed feeding site is either brought to the location or could be prepared there.
Your Fixed Feeding Tasks

- Set up serving tables for meals in a designated area; you may also have to set up tables and chairs for the clients.
- Put out drinks and snacks and ensure that both are re-stocked as needed.
- Assist with the placement of the food containers and trays, and the serving of the meals.
- Ensure that all feeding areas are kept clean and sanitary and that safe food handling procedures are followed.
- Wash utensils and containers; clean tables and manage garbage.
- Report meal counts to supervisor.
Supporting Partner Feeding

• The Red Cross may:
  – Supply prepared meals to partners who will serve them
  – Provide bulk food items to partners who will prepare meals and serve them in their locations
  – Provide Red Cross responders to assist partners with meal distribution
Talking with Clients

- Say less and listen more.
- You can always ask, “How are you doing?”
- Ask if they registered with the Red Cross for assistance.
- Provide a phone number where they can call for assistance.
Activity: Role-Playing Talking with Clients

- In pairs, one person will play a confused, anxious or distressed client who talks about what they lost and what they need. The other person will play the Feeding worker.

- Improvise an encounter. The person playing the Red Cross worker should try to listen with compassion and provide information as needed.
Safe Food Handling

- Touching food or equipment in an unsafe manner could spread contamination to those you are trying to help.
- Always wear gloves and head covering when preparing, assembling or serving food.
- Keep hand sanitizer and cleaning supplies handy.
Safe Food Temperatures

• Be aware of safe food temperatures.

• Bacteria in food double in quantity when it gets into the Temperature Danger Zone which is between 40 and 140 degrees.

• Food temperatures need to be checked often, especially when food containers are opened regularly or kept open.
Rule of Four

Between 40 degrees and 140 degrees for 4 hours, or forget it.
Rule of Four in Action

- You are serving meals at a fixed feeding site.
- At 6:00 pm a group of people arrive to grab a meal.
- You are serving hot food from a Cambro with the label shown here. The Cambro has enough food to serve the people standing in the line but no more.

- What should you do before serving the food?
Safe Food Handling Principles

• Remember the “Rule of 4”.
• Always wear disposable food handling gloves when assembling meals and dispensing food.
• Wash hands often and keep them clean at all times.
• Keep hair pulled back and covered with a cap or hair net.
• Remove rings, watches, bracelets and nail polish.
• If you are taking medicine, keep it away from the food.
• Let your supervisor know immediately if you have a cut or infection, or if you are not feeling well.
Using a Cambro

1. Unlatch the Cambro lid and open only the service flap.
2. Carefully unfold the Cambro liner bag. Do not tear it.
3. Use serving utensils to place one serving of each menu item into clamshells, which typically contain a hot entree and two sides, such as a serving of fruit, vegetable or dessert.
4. Hand a filled clamshell with a plastic utensil pack, snack and/or drink to each client.
5. When feeding is completed, re-fold the Cambro liner and secure the Cambro lid.
Activity: Practice Using a Cambro

- In pairs, practice -
  - Opening and closing it
  - Fitting the liner in it
  - Folding the liner properly
  - Carrying it
Food Items Inventory

• There is no standard inventory form, use blank or lined paper.

• Count and record items before and after distribution.

• Your supervisor will provide instructions on how to count items used based on the packaging.
Tips for Inventory

• Plan inventory to ensure you have adequate food and supplies to complete your serving or run.

• It is important that inventory reports are submitted in a timely manner so that orders can be filled quickly.

• When distributing food, manage your inventory based on supply and client need.
Key Points

• Your role as compassionate helper is as important as your role in providing food.
• Feeding can be a strenuous activity; but you will find it rewarding.
• You need to be flexible; you may be assigned to help with any of the tasks associated with Feeding.
• Notify your supervisor if you are unable to distribute food safely or have any questions.
• When you feel overwhelmed, take care of yourself and let your supervisor know if you cannot perform the physical tasks required.
• Safe food handling must be a priority.
Congratulations!