mission
The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

vision
The American Red Cross, through its strong network of volunteers, donors and partners, is always there in times of need. We aspire to turn compassion into action so that...

...all people affected by disaster across the country and around the world receive care, shelter and hope;

...our communities are ready and prepared for disasters;

...everyone in our country has access to safe, lifesaving blood and blood products;

...all members of our armed services and their families find support and comfort whenever needed; and

...in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

values
We reaffirm our commitment to the Fundamental Principles of the International Red Cross and Red Crescent Movement and add to these principles five values that are essential to our continued success in meeting our mission.

Compassionate: We are dedicated to improving the lives of those we serve and to treating each other with care and respect.

Collaborative: We work together as One Red Cross family, in partnership with other organizations, and always embrace diversity and inclusiveness.

Creative: We seek new ideas, are open to change and always look for better ways to serve those in need.

Credible: We act with integrity, are transparent guardians of the public trust and honor our promises.

Committed: We hold ourselves accountable for defining and meeting clear objectives, delivering on our mission and carefully stewarding our donor funds.
Global Red Cross and Red Crescent Network

Fundamental Principles

humanity  The Red Cross, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors—in its international and national capacity—to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

impartiality  It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

neutrality  In order to continue to enjoy the confidence of all, the Red Cross may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

independence  The Red Cross is independent. The national societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with Red Cross principles.

voluntary service  The Red Cross is a voluntary relief movement not prompted in any manner by desire for gain.

unity  There can be only one Red Cross society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

universality  The Red Cross is a worldwide institution in which all societies have equal status and share equal responsibilities and duties in helping each other.

The American Red Cross is part of the global Red Cross and Red Crescent network, which works to prevent and alleviate human suffering around the world. This network includes national Red Cross and Red Crescent societies like the American Red Cross in almost every country; the International Federation of Red Cross and Red Crescent Societies, which coordinates international assistance; and the International Committee of the Red Cross, which focuses exclusively on areas of armed conflict. The network is united by a shared commitment to the fundamental principles listed above.
## Contents

**Unit 1: What is Feeding?**

- Course Purpose ................................................................. 1
- Learning Objectives.............................................................. 1
- Definition of Feeding .......................................................... 1
- Waldo Canyon Fire Video Transcript .................................... 2
- Red Cross Core Values .......................................................... 2
- Obtaining Meals ................................................................. 3
- Emergency Response Vehicles (ERV’s) .................................... 3
- Accessories Used to Perform Feeding ...................................... 4
- Three Types of Feeding Performed ......................................... 4
- Canteening ........................................................................... 5
- Canteening Tasks ............................................................... 5
- Mobile Feeding ................................................................. 6
- Mobile Feeding Tasks ............................................................ 6
- Fixed Feeding ........................................................................ 7
- Fixed Feeding Locations ........................................................ 7
- Fixed Feeding Tasks ............................................................. 7
- Supporting Partner Feeding .................................................... 8
- Tips for Handling an Encounter .............................................. 8
- Directions for the activity ...................................................... 8

**Unit 2: Safe Food Handling**

- Safe Food Handling is Extremely Important .......................... 9
- Rule of Four ....................................................................... 9
- Rule of Four Slideshow Transcript ......................................... 9
- Rule of Four in Action Scenario ............................................. 10
- Safe Food Handling Principles .............................................. 10
- Tempering a Cambro .......................................................... 11
- Using a Cambro ............................................................... 11
- Inventory Tips ................................................................. 12
- Course Key Points ............................................................. 12
- American Red Cross Guidance for Cambro Liners ................. 13
Unit 1: What is Feeding?

Course Purpose
The purpose of this course is to prepare you to perform the tasks of a Feeding worker in support of a local incident such as a single or multi-family fire, and a disaster relief operation.

Learning Objectives
By the end of this course, you will be able to:

- Identify canteening, mobile and fixed feeding site tasks typically performed by a Feeding responder.
- Identify procedures for handling food safely.

Definition of Feeding
Feeding is when the Red Cross provides food, drinks and snacks to those affected by disasters ranging from single-family home incidents to larger events such as tornadoes, floods, hurricanes and catastrophic incidents.

Feeding is offered to all who need it during a disaster event whether they are clients, first responders, or others who are assisting in the relief effort including partners, utility workers, and other relief agencies.
Waldo Canyon Fire Video Transcript
As a feeding worker, you will be part of an organized and impressive activity involving dozens, even hundreds of people. During the Waldo Canyon Fire near Colorado Springs that burned nearly 19,000 acres, thousands of displaced residents sought assistance from the Red Cross. There were 14,000 meals served, 643 workers deployed, and 26 ERVs used.

Red Cross Core Values

- Compassionate – We are dedicated to improving the lives of those we serve and to treating each other with care and respect.
- Collaborative – We work together as One Red Cross family, in partnership with other organizations, and always embrace diversity and inclusiveness.
- Creative – We seek new ideas, are open to change and always look for better ways to serve those in need.
- Credible – We act with integrity, are transparent guardians of the public trust and honor our promises.
- Committed – We hold ourselves accountable for defining and meeting clear objectives, delivering on our mission and carefully stewarding our donor funds.
Obtaining Meals

- The meals we provide to clients can come from a number of sources.
- For large and long disaster relief operations, the Red Cross often relies on partner organizations like Southern Baptist Disaster Relief and The Salvation Army to prepare many of the hot meals it distributes. These organizations have the capacity to cook large quantities of food and ready it for distribution.
- The Red Cross purchases food from large vendors like Sysco, but also uses grocery and bulk purchase stores like Costco and Sam’s Club. Food banks and USDA foods are other sources. Regions should have agreements in place on how to secure food from food banks and USDA commodities in the schools and states.
- The Red Cross may also use prepared meals from local vendors and caterers.
- Many times the meals will be delivered to the Red Cross in bulk containers and you will have to organize the meals for serving.
- Sometimes Red Cross responders will prepare the meals, it needs using Red Cross mobile kitchens or commercial kitchen sites.
- In some cases, meals are prepared in the shelter by the Red Cross with the assistance of the facilities’ food service staff.

Emergency Response Vehicles (ERV’s)

- An ERV is a Red Cross vehicle designed to distribute food, drinks and bulk distribution items.
- Sometimes it can serve as a portable work area.
- It also shows a Red Cross presence in a community.
**Accessories Used to Perform Feeding**

- Cambro is the brand name for a food storage container used to store hot food, cold food or beverages and can be labeled with temperature, time and food description. It can weigh more than 40 lbs. and requires two people to lift.
- Banquet packs are an individually wrapped packet of eating utensils, a napkin and sometimes condiments.
- Bungee cords, cargo straps or netting are used for securing equipment safely.
- Gloves must be worn when handling and serving food.
- Hats and hair nets must be worn when handling and serving food.
- A thermometer is used to check that food temperatures are in the safe range.
- A clamshell is a closable foam food container used for individual food service. It holds an entree and two side dishes and best filled "to order" for a client.
- Serving utensils; ladles, spoodles and tongs are used to serve food and maintain portion control.
- Markers are for recording food temperatures and times on Cambro labels.

**Three Types of Feeding Performed**

- **Canteening** serves first responders assisting with disaster response efforts, shelter residents and others who need hydrated and food.
- **Mobile Feeding** uses emergency response vehicles (ERVs) and other vehicles to distribute prepared food to clients in their neighborhoods.
- **Fixed Feeding Site** takes place at locations in and near the disaster-affected area.
Canteening

- Canteening is distribution of drinks and snacks to responders engaged in disaster response. Sometimes light meals like fast food are also provided.
- As an example, canteening could serve responders fighting a wildfire who must take frequent breaks to get relief from the smoke and heat.
- Often accomplished using an Emergency Response Vehicle (ERV) or other vehicle
- Canteening can also be putting out snacks and drinks on a table at a location where workers or clients may congregate, like a shelter or an operations headquarters.
- Could last for less than an hour or take place over many days.

Canteening Tasks

- Make coffee.
- Load and unload snacks, drinks, ice and other needed items on the vehicles.
- Pick up coffee and/or meals from vendors.
- Serve items to emergency workers and clients.
- Maintain an 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.
Mobile Feeding

- Mobile feeding is typically performed using an ERV to distribute food.
- While canteening serves mostly emergency responders, mobile feeding serves mostly clients but sometimes responders, too, in the disaster-affected areas.
- When people are able to stay in their homes, but have lost electricity, they appreciate that the Red Cross distributes hot meals and drinks. Your help allows them to concentrate on their recovery.
- If you are assigned to perform mobile feeding, you will likely travel along designated routes that have been planned by a supervisor.
- Mobile feeding is usually performed twice daily by teams of two or more volunteers.

Mobile Feeding Tasks

- Load the ERV with food, drinks and equipment.
- Drive an assigned route to deliver meals, snacks and drinks, stopping for short intervals.
- Announce that the Red Cross has arrived 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 – accessing the power situation and identifying others needing our help. Report this information back to your supervisor to be used for planning.
- 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 and adjust inventory for the next route.
- Refuel the ERV and perform maintenance checks as needed.
- Return, clean and sanitize equipment.
Fixed Feeding
We don't always deliver meals; sometimes we serve meals in one location.
- A fixed feeding site is 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.

Fixed Feeding Locations
Feeding may occur at any location where service delivery is provided, where emergency responders are working and where individuals and families affected by a disaster are present, such as:
- Shelters
- Kitchen sites
- Public buildings, schools, union or lodge halls
- Faith-based sites
- Emergency aid stations
- Disaster responder work sites
- Parking lots or tents
- Assistance centers operated by Red Cross or other agencies, including government agencies

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 at all times
- Wash utensils and containers; clean tables and manage garbage.
- Report meal counts to supervisor
Supporting Partner Feeding

During mobile feeding, meals usually come from a large kitchen or caterers and are delivered by the Red Cross; however, feeding for fixed feeding may be handled differently.

- The Red Cross doesn’t always serve the meals directly to clients.
- Sometimes the Red Cross will supply prepared meals to partners who will distribute them in their locations.
- The Red Cross can provide bulk food (grocery like) items to partners who will prepare and serve the meals in their locations.
- Red Cross responders may assist the partners with the meal distribution.

Tips for Handling an Encounter

- The best advice is to say less and listen more.
- You can always open with, "How are you doing?"
- Ask clients if they have registered with the Red Cross for assistance and provide them with a phone number they can call for assistance.
- If questioned by clients about when they can return to their homes, or when the electricity will come on or how much assistance they will be able to receive, refer them to the proper agencies.
- Only answer questions that you have the authority to answer as a Red Cross representative. Check with your supervisor.

Directions for the activity

The purpose of this activity is to practice talking to clients affected by a disaster when assigned to Feeding.

- You will form into teams of two participants.
- 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 responder.
- You will have 3 minutes to improvise a situation in which the two encounter each other.
- The person playing the Red Cross worker should try to listen with compassion and provide any needed information.
- Then switch roles.
- Share any responses or approaches that seemed particularly effective.
Unit 2: Safe Food Handling

Safe Food Handling is Extremely Important

- Touching food or equipment in an unsafe manner could spread contamination to those you are trying to help.
- Always wear gloves when preparing, assembling or serving food. Change your gloves often to avoid cross contamination. Do not touch your hair, face, or clothing while wearing gloves.
- Keep hand sanitizer and cleaning supplies handy.
- Check with your supervisor if you have any questions.

Rule of Four

Between \(40\) degrees and \(140\) degrees for \(4\) hours, or forget it

Rule of Four Slideshow Transcript

We have a saying at the Red Cross called the Rule of Four: between \(40\) degrees and \(140\) degrees for \(4\) hours, or forget it. Here is an illustration of this important concept. Cold foods such as salads, milk, cheese and cold cuts are okay to serve when their temperatures do not rise above \(40\) degrees Fahrenheit. When it does, start the clock. You have four hours to serve it. After that time, throw it away. Hot foods such as entrees and hot vegetables are okay to serve when their temperatures do not go below \(140\) degrees Fahrenheit. When it does, start the clock. You have four hours to serve it. After that time, throw it away. Keep in mind: Food in a properly tempered and sealed Cambro will stay at the same temperature for many hours. When Cambros are opened often, temperatures change quickly. You should record food temperatures frequently using a food thermometer.
Rule of Four in Action Scenario

- Suppose you are serving meals at a fixed feeding site. It is 6:00 p.m., and a group of people arrive to grab a meal.
- You are serving hot food from a Cambro that has 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?
- Suppose when you take the temperature that the food is now 130 degrees. Can you serve this food?
- What time should you stop serving this 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.
- For more information, you can ask your chapter about taking a safe food handling course.
**Tempering a Cambro**

**Keeping Cold Foods Cold**

When possible, chill (temper) insulated containers before using them. To cold temper the insulated container place 2 inches of ice in the container and close the cover for at least 20 minutes. Remove ice and place a Cambro liner in the Cambro.

- Make sure that the ice for cooling purposes is made from potable water and is in sealed bags.
- Pick up ice no more than two to three hours before it is needed.
- Do not allow melted ice water to come in contact with food (including wrapped sandwiches; sandwich wrap is not watertight/waterproof).
- When food is not being served, keep insulated containers closed to prevent heat gain. A closed insulated container with cold food warms up at a rate of about two to three degrees an hour.

**Keeping Hot Foods Hot**

Whenever possible, warm (temper) insulated containers by filling them with about 2 inches of hot (140 F or higher) water and closing the cover for at least 20 minutes. Remove hot water and place a Cambro liner in the Cambro.

- Most insulated container lids have a small hole that permits steam to escape and prevents the formation of a vacuum as food cools. Do not plug this hole.
- Keep insulated containers closed when not serving food in order to prevent heat loss and bacterial contamination caused by air contact. A closed insulated container with hot food cools down at a rate of about two to three degrees per hour.
- Do not reheat left over hot food that was stored in an insulated container.

**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.
Inventory Tips

- There is no standard inventory form; use blank or lined paper.
- Count and record items before and after distribution.
- You will need to count and record items before and after distribution.
- Your supervisor will give you instructions on how to count the items used based on the packaging.
- Plan inventory to ensure you have adequate food and supplies to complete your run.
- It is important to submit inventory reports in a timely manner so that orders can be filled quickly.
- When distributing food, manage your inventory based on supply and client need.

Course 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.
American Red Cross Guidance for Cambro Liners

Cambro liners are “food grade” and specifically engineered for direct food contact at an operating temperature of +325°F to -100°F. The liners meet all the requirements of the Food & Drug Administration regulations for articles intended for use in the processing, handling, and packaging of food products.

1. Cambro Liners are made from a material that is a proven microbial barrier. The bags are sterile when packed. Food products inside the bag are protected from contaminants outside of the bag. Clean Food handling gloves should be worn when handling the liners.

2. Before placing the liner inside the Cambro Food Carrier, the Cambro must be properly cleaned, sanitized and tempered. Immediately prior to filling, place the empty liner inside the Cambro and over-lap (or skirt) the edges of the Cambro with the excess liner. This will prevent the liner from falling into the Cambro while filling it. Care must be taken to avoid touching the exposed liner to avoid cross contamination.

3. Place the desired quantity of food inside the liner. Do not fill more that 3” from the top of the Cambro for food items such as stews, chili or other items that contain liquid.

4. Fold one skirted long edge of the liner over the food product, evacuating air as you do so. Bring the other long edge over the first. Roll the short end that is furthest from the small lid opening. Then roll the end of the bag near the small lid opening. Place lid on the Cambro and seal. Note that this keeps the sanitary side together, keeping it from contacting outer surfaces and reducing potential cross-contamination.
5. When ready to serve food, open the small serving lid and unroll the Cambro liner. When you have completed serving, or serving has decreased, re-roll the liner and place back in the Cambro. Secure serving lid. This will continue to help prevent cross-contamination and heat retention throughout the feeding times, whether fixed or mobile.

6. When serving is completed, remove the liner from the Cambro, evacuate as much air from the liner as possible, gather the top of the liner, and tie the open end. This will prevent the remaining food in the liner from creating an odor or drawing pests.

7. Though not necessary from a food safety standpoint, it is recommended that used Cambro liners be double-bagged inside an opaque trash bag prior to dispose in a dumpster at the kitchen site. While every effort is made to not waste food, there is often some excess to be discarded.