

Missouri Baptist



Mass Care - Feeding Training Manual

Missouri Disaster Relief

Mass Care Training, Level 1

Disaster Relief, giving 'a cup of water in Jesus's name', is Christian love in action, meeting the urgent needs of hurting humanity in crisis situations. When Jesus sent out his disciples, he instructed them to teach and heal.

Our SBC disaster relief logo incorporates both kinds of ministry exemplified by Christ:

Wheat: the head of the wheat represents bread:
Food and physical ministry.

Fish: The fish represents the spiritual part of our ministry. Early Christians represented themselves by this symbol.

Arch: The shield which form as an arch over the wheat and fish represent our scope of cooperation as Southern Baptists working together in both types of Disaster Relief ministry.



State Name: Identifies where we belong.

The following pages will help the trained Missouri Southern Baptist Mass Care volunteer to act immediately and effectively---as Jesus did---to help people by providing food---physical and spiritual---to those who have become victims of a disaster.

This help will come from a field kitchen that is located in the vicinity of the disaster. Volunteers will help prepare, deliver and serve food. Often, the kitchen will be working in conjunction with the American Red Cross and/or The Salvation Army.

The volunteer must go through a basic training where a required background check is done before any credentialing is complete. Then every 3 years, the volunteer must be re-credentialled and updated on happenings in the world of Disaster Relief Mass Care. At the time of retraining, a volunteer may wish to broaden their scope of involvement by taking additional Disaster Relief training in other areas.

Guidelines for a Volunteer's Response:

Spiritual Preparation:

1. Volunteers are to conduct personal daily devotions before leaving home and while on-site.
2. Volunteers are to pray together as a team before leaving home and while on-site.
3. Have your church and association pray for you while on the response.
4. Keep a journal while on the response.
 - a. It will be a record of how God worked.
 - b. You can record the names of other volunteers.
 - c. It will help you remember events and activities of the response.
 - d. It will provide documentation of accidents or actions you may have taken.
 - e. Have devotion and debriefing daily (usually at the end of the day.)

Common Sense:

1. Bring comfortable clothes and shoes. Make sure they fit and are appropriate for the weather and work you will be doing.
2. Drink and eat appropriately. This will help prevent dehydration.
3. Rest when you can. Take breaks during the day. Get as much rest at night as you can.
4. DO NOT SMOKE in the food preparation and serving areas.

Health Factors:

1. Know your limitations and do not exceed them.
2. Bring your medications.
3. Make the unit director (Blue Hat) aware of any health problems you may have.
4. Safety is always the first priority.
5. DO NOT RESPOND IF YOU ARE SICK.
6. If you become ill while on-site, leave the work area immediately.
7. In case of an accident or sickness immediately:
 - a) Get help from someone trained in First Aid, an ARC nurse, EMS, or a medical facility.
 - b) Document any information that is available.
 - c) Write the names and address of any witnesses in your journal.

Call Out Procedures for a State or an Out-State Call-Out:

When the State Director receives word that a potential response is in the making, he will contact the unit's Blue Hat to place the unit on.

ALERT: the 1st stage of a call-out. Following this, an e-mail will be sent or a phone call made to trained volunteers to begin putting together a team. *It is the volunteer's responsibility to contact the unit's director as to their:*

- Ability to respond (give the time frame available).
 - a. Physically and spiritually ready to go.
 - b. Have calendar cleared for the time to be gone and for extra days for contingencies.
- Ability to transport others.
- Need of a ride.

STAND-BY: The 2nd stage, there is a probable need for response. This is the time to:

- Make sure you have your insurance card and a copy of it for the Blue Hat.
- Have all necessary medications, as well as a list of them to give to the Blue Hat.
- Pack adequate clothing for the time of the year, including protective clothing, sunscreen and insect repellent as deemed necessary.
- Have devotional materials. A journal is a rewarding way to look back after returning home and for debriefing sessions.

GO: The 3rd stage means a response is definite. Members will deploy within a few hours to a staging or an actual location. Remember:

- The expense of travel rests with the volunteer. That is why coordinating travel with others is desired. Once in a while, travel expenses may be reimbursed, so keep good records.
- Get to the staging area or relief site as soon as possible, but not at the cost of traveling when too tired to be safe on the road.
- Be sure the unit leader is aware of your departure time and your expected arrival time.

STAND DOWN: Means the services of the volunteers are not needed at this time.

If a volunteer is not part of the first call-out, but is available for later deployment, the **State Disaster Relief Office** or **Off-Site coordinator** should be contacted (these people will be made known by e-mail, but if the volunteer does not have e-mail capability, they need to contact their **Regional Coordinator** or the **State Office**).

Items Needed for a Disaster Relief Response:

- Yellow Disaster Relief cap and the Disaster Relief Name Badge (official uniform).
- Yellow shirts, if available. Not a requirement.

- Aspirin/cold medication/ prescriptions
- Bible/devotional materials
- Good outdoor footwear
- Cash
- Cell phone, if you have one
- Clothing (indoor and outdoor, weather appropriate, for number of days to be on-site)
- Copy of insurance card and list of any medications
- Flashlight
- Insect repellent
- Personal hygiene products
- Pillow/blanket/ sleeping bag/ air mattress
- Raincoat
- Sun screen
- Sweat bands for head and wrists (in hot climates)
- Towel/washcloths
- Bag chair, if desired

Mass Care Unit Structure:

- The National Disaster Relief Director from NAMB helps coordinate national call-outs.
- The Missouri Disaster Relief Director works under the Executive Director of the MBC.
- The on-site coordinator provides coordination for the affected state's response to a disaster.
- The off-site coordinator provides logistical support for the unit, including replacement teams at regularly scheduled intervals.
- The Unit Director (Blue Hat) is in charge of the day-to-day operations of a unit, including daily communication with the Incident Command, State off-site coordinator, and perhaps, the National on-site coordinator. Any problems encountered by team leaders should be reported to the Blue Hat.
- Each Feeding Unit may need the following Yellow Hat team leaders (depending on the call-out):
 - A food management coordinator (head cook) who plans the menus, sees that supplies and equipment needed is available, supervises the preparation of all meals, and sees that safety and sanitation guidelines are followed.

- A warehouse/inventory coordinator who organizes the storage area for efficient service, maintains cleanliness and safety at and near the storage area, provides an up-to-date inventory daily, and informs unit director when food or supplies are needed.
- A serving line coordinator prepares and organizes the serving area for efficient food service, keeps fluids available for the volunteers on-site at all times, secures serving supplies from storage, instructs and assigns assistants, maintains tally of number of persons served, and supervises the cleaning of the serving area and storage of equipment and supplies at the end of the day.
- A maintenance coordinator keeps all electrical and mechanical equipment operating, keeps all equipment fueled and serviced, prepares and organizes maintenance area for efficient service and maintains its cleanliness and safety.
- A sanitation coordinator prepares and organizes the area for efficient sanitation practices, maintains cleanliness and safety in the sanitation area, secures sanitation supplies from storage, supervises washing and sterilizing utensils and containers, store sanitized items to prevent contamination, and supervises cleaning at the end of the day.
- A housing coordinator is responsible for the housing of the volunteers. They will provide a place to eat, bathe, and sleep for the volunteers.
- An office coordinator will act as a secretary to the unit director.
- An ERV/ Canteen coordinator will schedule the Cambro pick up, receive the reports from the ERV/ Canteen drivers and coordinate any Baptists that would like to ride the ERV.
- A communication coordinator will be a licensed Amateur Operator. He will coordinate the use of business band radios and other communication equipment.

Placement of the Feeding Unit:

Placement of the Field Kitchen will be:

- Baptist Churches.
- Local Schools.
- Facility that can accommodate the unit's equipment---a minimum of 100' x 100' with an approved water supply and municipal sewage system.

Food Safety and Sanitation Requirements:

1. Follow local Health Department regulations.

2. Personal Hygiene:

Do:

- Wear clean, washable, outer garments.
- Keep hands scrupulously clean. Wash frequently with a sanitizing soap and water and dry with clean towel.
- Wash and dry hands carefully after using toilet.
- Wash and dry hands carefully after smoking.
- Keep fingernails trimmed and free of dirt.
- Wear gloves of proper material for the task.
- Use forks, tongs, spoons, and ladles in handling and serving food.
- Touch food with hands only when absolutely necessary. (The most common source of contamination is dirty hands.)
- WASH HANDS OFTEN In Designated Sink---before and after handling food, perishables, chemicals, and cleaning utensils, when you change tasks, after going to the rest room and after touching someone, something or yourself. Use hot water and a disinfectant soap (20 seconds). Scrub around and under nails and wash with soap up to the elbow. Rinse thoroughly. Dry with paper towel or air dry. Sanitize hands. Glove.
- Practice meticulous personal hygiene and sanitary food handling by workers. ALL FOOD HANDLERS MUST WEAR PLASTIC OR RUBBER GLOVES whether cooking or on the serving line. Replace if they become punctured, when touching anything other than food, and after touching anything not sanitized.

Don't:

- Handle food if you have signs of disease or illness, cuts, infections, sores, diarrhea.
- Handle food if you have a sore throat, cold, or congestion due to allergy.
- Sneeze, cough, blow nose, or scratch scalp near food.
- Moisten fingers by putting them in your mouth.
- Smoke while working around food. (Smoking area should be a minimum of 25 yards from food preparation, serving or storage. Food handlers should wash and dry hands carefully after smoking. Care should be taken that tobacco in any form---cigarettes, pipes, smokeless, et cetera--- cannot possibly contaminate food handling.)

- Touch sanitized eating utensils that will come in contact with a person's mouth. (Hold glasses at the bottom, cups by the handle, table service in plastic or napkin wraps.)

3. **Storage of Food:**

Protect foods during delivery and serving from unsafe cooling and from contamination. Store items off the floor on racks or pallets. Store cleaners and chemicals away from food.

Maintain clean and dry storage areas free from rodents, insects and other animals or vermin. Protect food and water supplies from contamination by airborne particles (dust, pollen, hair, and spores) splashing, flies, vermin, rodents and drainage.

Maintain clean, safe controlled refrigeration storage. Uncooked food on the bottom, meats under vegetables.

Use containers made of a safe material. Never use galvanized cans for cooking or storage, except for packaged dry, staple foods. Store leftovers in clean, labeled and dated containers with lids or covers.

4. **Sanitizing/Sanitation:**

Maintain clean preparation facilities, tables, equipment and utensils. All equipment and utensils must be washed and sanitized before using.

Maintain clean, safe and protected serving supplies, equipment, utensils and eating areas.

Each day before cooking begins, all equipment and work surfaces are washed with warm soapy water, then rinsed with bleach water. (1 T. bleach per gallon of water)

Clean work station frequently. If equipment is in constant use, it must be re-cleaned every 4 hours. If changing food products or types, the equipment must be cleaned and sanitized. Avoid repeated use of same cleaning cloth. Cloths must always be kept inside a bucket containing sanitizing water---never laying on the table or counter. Disposable clothes are desired.

Cover food and drink containers whether empty, clean, or soiled.

Dispose of refuse and waste in safe, sanitary manner and away from preparation and serving areas. Use disposable bags, tie when full. Trash and garbage areas need to be away from food preparation area. Trash containers are stored outside the kitchen. All trash is placed in dumpsters.

When emptying cans, it is helpful to keep the cardboard cases --- placing the empty cans in them makes for ease in removing the cans from the food prep area.

Deal with pests, flies, bees and mosquitoes as safely as possible. Avoid spraying pesticides in food preparation or serving area.

5. **Handling the Food:**

Use only commercially processed foods. No home processed or prepared foods may be used by the feeding unit. No fresh garden vegetables may be used by the unit.

Use only a safe water supply, and use only sanitary water delivery (lines, pipes, hoses and containers). Use hoses approved for food handling.

Avoid foods or preparation that are known to be ideal media for bacteria growth: cream fillings or sauces, meat salads and dressings, stuffing or hashes, ground meat, meat pies, salads with mayonnaise.

Avoid foods or preparation that require much handling.

6. **Preparing the Food:**

Thaw only the amount of food needed. Cook as close to serving time as possible.

Cook at recommended temperatures and process all food in sanitary work area.

Temperature of foods is very important. Remember: Frozen foods must be kept below 0 F. Cold foods must be between 34- 40 F. Hot foods above 140 F.

Keep food exposure to open air to a minimum and within safe temperature ranges: cold---below 40 F, Hot---above 140 F. Temperatures between 40 F and 140 F are the ranges in which bacteria thrive and sometimes produce toxins. Four hours is maximum time for food to be in this range.

Monitor the temperature with a calibrated thermometer. Thermometer must be calibrated each cooking session and when dropped. To calibrate the thermometer, use the ice water method: Fill a cup with ice, add water and a drop of bleach. Let stand 3 minutes. Place at least 2" of the stem into the mixture. Should read 32 F after 30 seconds; if not, use the nut on the bottom of the thermometer to adjust so that it reads 32 F.

Read thermometer accurately. Place stem in food above the dimple, wait 15 seconds, then read. Don't allow the stem to touch the side or bottom of the container. To assure temperatures of the food cooking, place the thermometer in the center or the thickest spot of the food. Do this in at least two different places.

Prepare foods as near serving time as possible and keep hot until served (above 140 F). The temperature of the food must be 175 -180 F before placing in the Cambro.

7. Packaging and Serving the food:

Food reaching servable temperatures (175-180 F) is ready to be placed in the Cambro.

Liners may be large food safe plastic bags or molded plastic trays.

Cold foods may be chilled before placing in the Cambro.

Ice or hot water may be used to chill/heat the Cambro.

Each Cambro is labeled as to the content, the time placed in the Cambro, the temperature of the food inside, the date and the route or ERV number.

Serving sizes vary according to the food served. Entrée -- 8 oz. Vegetable -- 6 oz. Fruit/Dessert -- 6 oz. (If using a clam shell/ to-go-box, 6 oz. may not stay in the small compartment.)

8. Food Safety:

Bacteria (toxins, chemicals and parasites) cause most food-borne illnesses.

Prevention is a must for a field kitchen. Remember:

Bacteria + Food Safety Mistakes = Illness

Contaminations/ food safety mistakes comes from these sources:

- Unsanitary food-handling practices and poor human hygiene. The most common source of contamination is dirty hands. Touch food with hands only when absolutely necessary. Keep fingernails trimmed and clean, no nail polish. Wear gloves proper for the task.
- Food handlers with infectious diseases, colds, allergies, sore throats, diarrhea, and infections from cuts or boils.
- Cooking and serving containers, equipment or utensils that have not been thoroughly sanitized or have been contaminated after washing.
- Improper cooking.
- Under cooking.
- Inadequate re-heating of cooked and chilled foods. Must reach 165 F.
- Improper hot storage of cooked foods.
- Eating raw meat or poultry.
- Cross-contamination of cooked foods by raw foods.
- Parasites in food that is not thoroughly cooked (especially pork, which carries the trichina worm that causes trichinosis.)
- Insects, birds, rodents and pets, either directly or through food handlers.
- Flood waters or other outgrowths of natural disasters.
- Radioactive fall-out.

c. **Steps for Food Safety and Destroying Bacteria:**

- **Clean it.** Salmonella bacteria can survive in water, soil and on the kitchen counter, so sanitation helps prevent the bacteria from raw products contaminating other foods.

WASH HANDS frequently with soap and water for at least 20 seconds.

Prevent cross contamination. Never let raw meat or poultry or their juices come in contact with cooked meat or any other food.

Launder cleaning cloths in hot water and bleach. If using a dishcloth for cleaning kitchen surfaces, switch to a clean one after working with raw meat or poultry. Or use paper towels that can be discarded after use.

Use an acrylic cutting board to cut raw meat or poultry. Clean it thoroughly after each use. Colored cutting boards assigned to a specific type of food helps reduce cross-contamination.

Wash cutting boards, knives, counter, and other implements with detergent and hot water immediately after use with raw meat and poultry.

- **Cook it.** Salmonella does not survive when beef or pork are cooked to an internal temperature of at least 160 F or when poultry is cooked to 185 F. Always cook meat and poultry thoroughly and be just as careful when microwaving as when using traditional ovens.

Use a meat thermometer to check progress. If meat is too thin for a thermometer, follow the recipe and cook until the juices are clear.

Never interrupt cooking. After thawing foods in the microwave, cook them immediately. (It's the half-baked idea that can make you sick.)

If reheating leftovers. Cover and reheat thoroughly to 165 F just in case bacteria survived in the food during refrigeration or freezing. Let sauces and gravies reach a rolling boil.

Don't store cooked meat or poultry in an off or warm oven. Hold the food above 140 F.

Prepare foods as near to serving time as possible and keep hot until served at 140 F or higher.

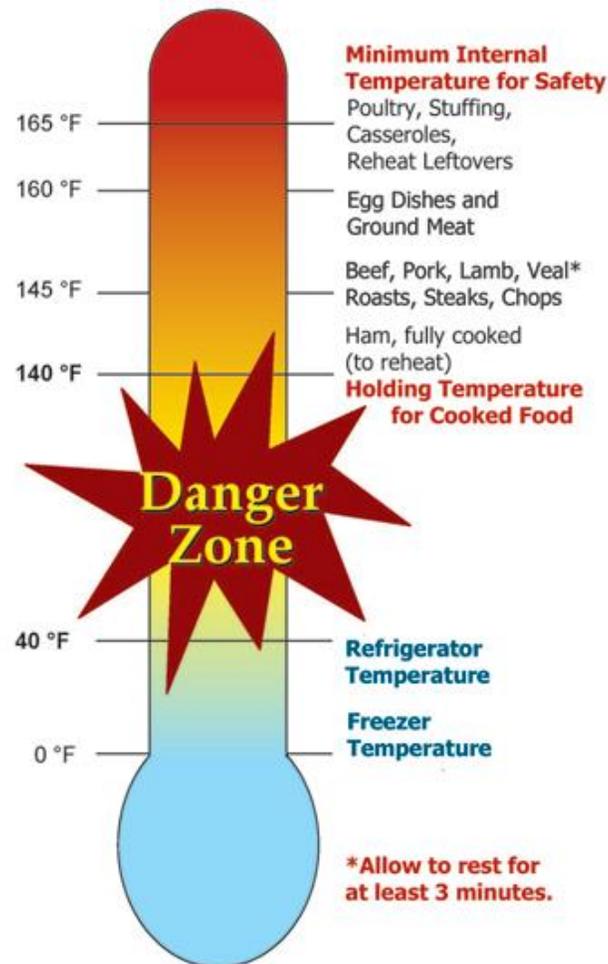
- **Cool it.** Refrigeration or freezing does not kill all salmonella or other bacteria, but proper cooling can usually prevent them from multiplying.

Refrigerate cooked meat or poultry within two hours after cooking.

Keep raw meat and poultry refrigerated until ready to thaw or use. Return raw meat or poultry to refrigeration as soon as possible.

Refrigerate or freeze casseroles in covered shallow pans rather than deep pots. Leave space around containers for cold air to circulate

Refrigeration or freezing cannot be counted on to kill all salmonella bacteria. It can't fix a mistake such as leaving meat out too long. If in doubt, throw it out!



Guidelines for Washing and Sanitizing Equipment:

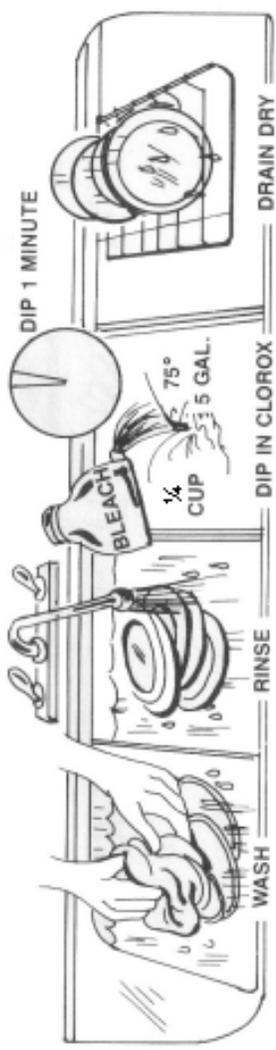
1. Select a sanitation area with minimum chances of contamination from drainage, unrelated traffic, dust, insects, animals and birds.
2. Provide proper sanitation equipment and hot water source:
 - At least 3 separate wash areas/ 3-compartment sink
 - Tent or awning over sanitation and storage areas
 - Drainage
3. Select and obtain tools, utensils and equipment needed for a thorough job of cleaning and sterilizing:

- Scrapers
- Receptacle for scraps.
- Spray or other device for pre-rinsing
- Wire basket or perforated pail for draining and holding small items
- Scalding water or sanitizing solution
- Detergent

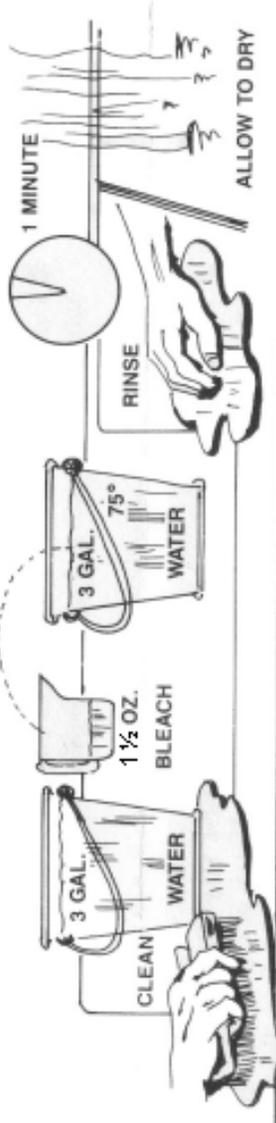
Procedures for Sanitizing:

1. Scrape waste from pots and utensils into waste receptacle; dispose.
2. Pre-rinse in first receptacle to prevent excess particles in wash water.
3. Wash in 2nd receptacle.
 - Use soapy water, 110-120 F.
 - Change water when refuse dictates.
 - Detergent or soap is a cleaning agent, not a sanitizing agent.
4. Transfer to 3rd receptacle.
 - Rinse in water, 110-120 F.
 - Place small items in wire basket or pail and place in rinse water
 - Rinse all pots, pans, and utensils.
5. Transfer to 4th receptacle.
 - Use water at least 180 F or chlorine sanitizing solution (2 teaspoons of household bleach per gallon of water).
 - Immerse for two minutes (or one-half minute at 212 F).
 - Remove and place on drain board, do not dry with towel.
6. Change the water in the sinks at regular intervals.
7. Keep a close watch on water temperature.
8. Store sanitized utensils, pots, and equipment in a place where contamination is minimal.
9. Clean sink and other cleaning equipment thoroughly. Making sure no food particles are left in the containers, brushes, sponges, cloths, etc.
10. Clean floor surface of sanitation area with hot soapy water or chlorine solution. Leave no standing water.

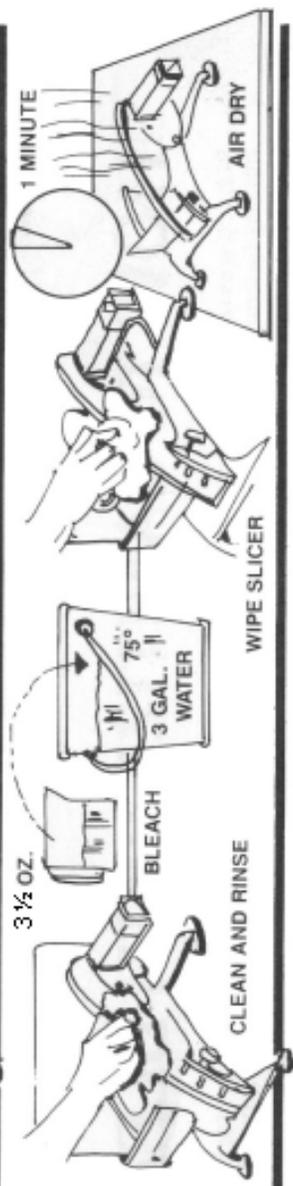
Pots & Pans Glasses • Dishes Utensils



Food Contact Surfaces



Food Equipment



WATER TEMPERATURE SHOULD BE 75° F