

UC Santa Cruz Dining

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Shelter & Feeding Dining Plan

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Emergency Preparations and Menus

Updated 5/02/07



Scope

This report outlines the procedures that UCSC Dining will follow in case of a need to supply emergency feeding in the Dining Halls. This report covers three basic emergency scenarios.

It is the responsibility of UCSC Dining to maintain food service at as many locations as operable and be prepared to feed at least 5,000 people on a limited menu for three days or, depending on the specific circumstances, 1,000 people for seven days. Dining will work closely with the Student Affairs Disaster Operations Center (SADOC) and campus emergency shelters to establish specific service parameters.

Direction of food service during an emergency will be done by the Director or Assistant Director as lead person. In the event that neither are available, Dining managers on campus will jointly decide who is the key contact and leader for UCSC Dining and report to the SADOC. This person will be the contact person for the University and UCSC Dining managers and has the authority to direct and make decisions for UCSC Dining. This person will remain the lead person until released from duty by the Director, Assistant Director or by agreement with the SADOC. If consensus cannot be reached as to who should be in charge use the following list (in order):

- Director
- Assistant Director
- College 9/10 Unit Manager
- College Eight/Oakes Unit Manager
- Crown/Merrill Unit Manager
- Cowell/Stevenson Unit Manager
- Porter Unit Manager

Once an emergency is declared by the University it is the responsibility of the Dining leader to make contact with SADOC via the 800MHz radio. (Channel 1 A will be used by our Housing Contact) All units are equipped with radios and will use the radios for communication during the emergency. Channel 4A will be used by Food Service for communications. When using the radio, identify who you are trying to reach and then what department you are with and the radio number. Radios are identified as follows: Central Office – Food Service 1, Cowell/Stevenson – Food Service 3 & 4, Crown/Merrill – Food Service 2, College 8/Oakes – 5 & 6, Porter – Food Service 7.

Identification of Resources

If an emergency is declared during non business hours, the following will happen:

- Director and Assistant Director will report to EOC immediately.
- Unit Managers will report to work at 5 AM or before if contacted.
- All other Managers will report to work by 7 AM.
- All associates will report at scheduled time. Managers will contact associates if they need to arrive earlier.

Once contact has been made with the Housing EOC food services should follow these steps:

1. Establish an inventory of assets for each unit.

Who is available to work in the units? Contact the college for volunteer labor, if needed.

What is functioning in the units?

Type and amount of food and paper product is usable.

2. Get this information.

Are the buildings sound and inhabitable?

Is there safe and potable water?

What electrical service is available?

Is the gas supply working?

3. As the severity of the emergency is identified, UCSC Dining Services will work with the Housing EOC to develop feeding plans.

What is the population that is being fed?

What meals and hours of services are needed?

Are there locations on campus that will need food delivered?

4. Identify longer term needs and resources.

Notify UCSC Dining of the emergency situation and establish communications with Director at work or at home.

Identify where and how future supplies will be obtained. Contact local and regional suppliers.

Establish relief plan for those working to avoid "burn-out." (Try to limit shifts to 8 hours.)

5. Based on the severity of the emergency and the impact on the campus and region the following steps can be taken.

➤ Three meals per day

➤ Menu from inventory in house. As suppliers are contacted menus will reflect increased availability.

Minimum meal requirements:

Beverages (milk, juice or water)

Entrée (hot or cold – protein or protein/starch based)

Fruit (canned or fresh)

Starch/Legume (rice, pasta, bean or bread)

Perishable foods should be used first to avoid waste, convenience foods when labor is not available.

6. Maintain sanitation throughout service. Cold foods are to be served cold, and hot foods hot. If we are unable to heat food to 145 degrees or hotter, cold food should be served. Sanitizing food contact services and personal hygiene must be maintained. Floors will be mopped, dish machines cleaned, garbage removed daily.

7. UCSC Dining is willing to do whatever necessary to provide service during a disaster.

Notification to the Director and Assistant Director will help identify all the resources available.

8. UCSC Dining will follow the contract guidelines established for billing costs during an emergency. Units and Central Office will maintain records necessary to support billing.

Dining Emergency Contact Responsibilities

Primary responsibility is for providing food and liquids to incident personnel and for potable water support to the incident and the community. Report to the Logistics Section Leader and may supervise caterers, cooks and kitchen staffs. Supply snack and emergency food supplies as requested.

Use the following checklist:

- Obtain incident briefing from the Incident Commander.
- Put on position identification vest.
- READ ENTIRE DUTY CHECKLIST
- Assess incident situation.
- Appoint and brief staff, as needed.
- Participate in Logistics Section Planning.
- Determine location of working assignments and number of personnel assigned to each location.
- Confirm feeding times and locations with Planning and Operations Section leaders.
- Determine best method of feeding for each situation.
- Obtain necessary equipment and supplies to operate food service facilities.
- Ensure food services equipment is set up (supervise caterer).
- Order food through Purchasing unit and pick up or arrange delivery of food from approved vendors.
- Keep inventory of food on hand, check in food orders.
- Ensure that sufficient potable water is available to meet all incident needs.
- Ensure food service provider provides incident with well balanced meals.
- Ensure that all appropriate health and safety measures are taken.
- Maintain unit log.

Emergency Feeding Scenarios

Emergency Preparations:

- Anticipate the loss of electricity, gas, steam, and potable water as crisis continues
 1. Obtain and store as much bulk bottled water as possible.
 - Unit standard is 1000 12oz bottles
 2. Paper products on hand for 2-3 days service
- Follow guidelines for 4 basic scenarios (below)
- Revise menus to conserve available resources-use perishable items first, then canned and dry items.
- Only one meal choice should be offered at each meal period.
- The morale boosting value of a hot meal cannot be overemphasized. Every effort should be made to offer a hot selection.
- Severe circumstances will dictate that service remains basic.
- Please refer to unit specific Food Pro inventory- on-hand lists to be utilized stock.

Generic Unit Action Plan:

1. Service needs: 3 day supply of disposable plastic-ware , additional sanitizer stations located in servery and dining hall, ,disposable masks, plastic gloves, radios, batteries, earthquake readiness supplies.
2. Our management team took into consideration the possibility of moving dining operations into temporary facility if required.
3. Review UCSC Emergency Preparedness Plan, so everyone knows what to do before, during, and after a disaster.
4. Designate Unit Manager to serve as the spokesperson: Only one person should speak for each unit. Also select a back-up person in case the spokesperson becomes unavailable.
5. All catering events cancelled.
6. Keep storerooms and walk-ins locked. Limit access to production areas. Does the unit have a plan for safeguarding and disposing of hazardous waste?

1. Minimal loss of services scenario:

A campus disaster has occurred which requires very basic large-scale feeding from your location for 3 days without vendor support. You have:

- a. Safe water
- b. Full refrigeration and Power
- c. NO deliveries for 3 days
- d. 50% staffing

What To Do:

- a. Utilize perishable and refrigerated foods first before canned prepared items
- b. Create menus to minimize staff preparation time and service needs

2. Partial loss of services scenario:

Some water
No utilities
Central kitchen with LP gas cooking facilities

What To Do:

Establish a line feeding operation-simple
Serve sandwiches with fillings not subject to quick spoilage and an easily handled beverage.
Utilize perishable food first, then canned and dry products.
Water- Department of Homeland Security recommends 3 gallons of water per person per seven days.
Use vegetable juices and canned liquids for cooking if water is rationed

Sample Menu Offerings:

Canned juice	Packed ready-to-eat cereal
Soup, stews	Crackers/pretzels/chips
Canned main dishes	Canned tuna
Bread	Canned chili/corned beef hash/ravioli, etc.
Canned vegetables	Canned soup
Dried or canned fruit/raisins	Peanut butter and jelly
Powdered beverage mixes, coffee, tea	Bottled water
Packaged or baked cookies & pastries	

Service Support:

Paper plates and cups	Camping lanterns & candles
Plastic silverware	Matches or butane lighter
Trash liners	Manual can opener
Sanitizer solution	Flash lights and batteries
First aid kits	Charged cell phones

3. Full loss of services scenario:

No safe water
No refrigeration
No cooking or serving facilities

What To Do:

Utilize perishable foods first before canned items
Rely on canned and packaged foods, eaten cold, directly from the container
Use juices from canned fruits and vegetables as substitutes for water
Use only hand-held containers to serve food

Sample Menu Offerings:

Canned soups, fruit and vegetable juices
Canned tuna and meats
Canned macaroni entrees
Dried milk
Ready-to-eat cereals, out of the package

Crackers, packaged goods/ pastries
Individual-pack jams and jellies
Peanut butter
Canned soda
Bulk bottled water
Pre-packaged energy bars/candy bars/hard candy

Service Support:

Single service disposable cups/plates
Disposable service ware
Trash lines
Manual can opener

First aid kits
Flash lights and batteries
Camping lanterns and candles
Charged cell phones

Emergency Menu – One Location 7 days, 1000 People

Day 1	Breakfast	Lunch	Dinner
	Orange juice Corn flakes Bagels Jelly Powdered milk Coffee/tea	vegetable soup crackers cold cut sand. cookies canned soda coffee/tea	beef stew w/mixed veg. fresh fruit bread juice coffee/tea
Day 2	Apple juice Raisin bran Packaged danish Honey/jelly Powdered milk Coffee/tea	tomato soup ham crackers cold cut sand. cookies canned soda coffee/tea	whipped potatoes canned beans bread juice coffee/tea
Day 3	Tomato juice Granola Bagels Honey/jelly Powdered milk Coffee/tea	beef veg. soup crackers cheese sand. cookies canned soda coffee/tea	tuna noodle casserole beets Canned peaches bread juice coffee/tea

Day 4	orange juice Rice krispies Bread Honey/jelly Powdered milk Coffee/tea	crm of mushroom crackers tuna sand. canned pineapple canned soda coffee/tea	canned chili canned beans cookies cracker juice coffee/tea
Day 5	Cranberry juice Granola Packaged danish Honey/jelly Powdered milk Coffee/tea	vegetable soup crackers peanut butter sand cookies canned soda coffee/tea	noodles w/spicy tomato sauce ??? canned corn fruit cocktail juice coffee/tea
Day 6	Apple juice Corn flakes Bread Honey/jelly Powdered milk Coffee/tea	tomato soup crackers tuna sand. applesauce canned soda coffee/tea	canned ravioli canned beans canned pears cookies juice coffee/tea
Day 7	Tomato juice Granola Packaged Danish Jelly/honey Powdered milk Coffee/tea	broth crackers peanut butter sand canned peaches canned soda coffee/tea	vegetable stew dried beans & canned veg. rice bread juice coffee/tea

This is a very simple menu. It can be supplemented with other available items such as pickles, canned pudding, liquid gelatin, hard candy, potato chips, pretzels and dried fruit/raisins.

Emergency Menu, Multiple Locations

1000 people, 3 Days

Day 1	Breakfast	Lunch	Dinner	Meals count
	Juice	Vegetables soup	Meat Stir Fry	1000
	Cereal	Meat Soup	Soy Protein Stir Fry	
	Bagel/breads/pastry	Salad	Salad	
	Jelly	Cold cut meats & Cheese	Rice	
	Coffee/Tea	Crackers	Fruit	
1000	Milk 5 floz	cookie	Dessert	
	Rice/Soy Milk			
		Soda	Soda	
		Coffee/Tea	Coffee/Tea	
	Water	Water	Water	
Day 2	Breakfast	Lunch	Dinner	Meals count
	Juice	Meat Burritos/Tacos	Pasta w/tomato sauce, Veggies and Meat	1000
	Cereal	Vegetarian Burritos/Tacos	Pasta w/tomato sauce, and Vegetables	
	Bagel/breads/pastry	Crackers	Three Beans Salad	
	Jelly	Cream Cheese and Meats	Fruit	
	Coffee/Tea	Cookie	Cookie	
1000	Milk 5 floz	Soda	Soda	
	Rice/Soy Milk			
		Coffee/Tea	Coffee/Tea	
	Water	Water	Water	
Day 3	Breakfast	Lunch	Dinner	
	Juice	Tuna Noodle Casserole	Thai Coconut Stew with Meat	1000
	Cereal	Mac and Cheese	Thai Coconut Stew with Soy Protein	
	breads/pastry	Cold Cut Meats & Cheese	Rice	
	Jelly	Potato Salad	Salad	
	Coffee/Tea	Fruit	fruit	
500	Milk 5 floz	Cookie	Dessert	
	Rice/Soy Milk			
		Coffee/Tea	Soda	
		Soda	Coffee/Tea	
	Water	Water	Water	