Resiliency Training

*Topic*: Emergency Organizing: flexibility, cutting losses, priorities, and personnel

At the time of the emergency and just after, all of the operation’s organizational structure is bare and all resources must be assessed and prioritized for maximum use potential. This means looking to see what can be used in what ways, determining what food is unsafe or unusable, which resources should be used when, what can be created from what is on hand, and determining who can do what when.

Creating a safe place during a time of emergency is paramount. This must include both the food and the atmosphere.

* Physical Location
  + Locate and mark all electrical sources, water sources, heat and gas sources, and waste disposal areas
  + Locate list of emergency numbers, follow procedures for contacting local authorities and agencies
  + Determine what emergency resources are available and their viability
* Atmosphere: Creating Community
  + Leaders and managers should recognize and acknowledge each person in the establishment
    - This can be achieved while assessing skills; a few questions, note taking
    - This is also a good time to acquire information about allergens (not food preferences, but things that can cause illness)
  + Organize workforce into small, short shifts to help prevent burnout
  + Utilize patients/customers as resources for distribution and sharing work: no one likes to feel useless
  + Establish rules and boundaries for behavior, subtly and then clearly
  + Communicate and explain; discuss and brainstorm - get everyone involved
  + Set up a private medical area
    - Will create an atmosphere of privacy and safety
    - Will keep all medical supplies together
    - Determine who can administer medicines and keep track of who gets what (logbook)
* Food: all food should be safe to be distributed; reducing risk of foodborne illness should be essential
  + Try to maintain safe temperatures; use thermometers
  + Use prepared and open foods first
  + Divide and ration potable liquids
  + Manage water: keep gray water for rinsing or storing; or wiping down non foodservice surfaces
  + Keep frozen food frozen until needed, use appliances sparingly
  + Create a dry, safe place for matches and water
  + Create inventory: sort goods, checking for contamination, dividing by type
  + Discard chemically contaminated goods: don’t endanger anyone unnecessarily

Create knowledge from the information gleaned from the group:

* Make up menus: food type, amounts, consider how many are being served
* Create work lists for tasks, rotate jobs
* Simple systems: food prep, clean up, setting up, childcare, activities
* Create timeline for the routines for two different time scenarios (2 day, 4 day)

*Skills Explored*:

Prioritizing and assessing

Organizing by necessity

Rationing food to last as long as possible for the population being served

Expanding the idea of hospitality and service when in high level emergency situation:

* What gets prioritized and how:
  + Equipment management
  + Balance on the menu
  + Balance of the staff
  + *Nutrition during emergency times*
  + Which agencies are involved in emergency planning city-wide for businesses
  + Food safety if the freezer and fridge is off-line; etc
* Outreach = community building and recovery
  + Central cooking
  + Food resources
  + Information center
  + Creating an oasis
* Psychosocial responses (role of foodservice in emergency situations; intersection of good neighbor/good marketing; checking in with colleagues, etc).

*Suggested Activities*:

Small groups:

1. Hand out lists of different resources available to different establishments (senior center, camp, daycare, middle school, and transitional housing) with different food and energy resources, with specific numbers of people and goods, and some limitations (allergens, contaminated supplies). Have the groups organize the resources on their list.
2. Divide the group into two sections; hand out skill sets of two or three job descriptions to each student. Have them self select a manager based on the announced skill sets and organize tasks for creating new jobs to maintain stasis in an emergency. Note times as well as tasks.
3. Discuss common physiological reactions to stressful situations.
4. Scenario based solutions:
   1. Facility + working/nonworking equipment + staff + customers (Disaster)
      1. What gets done when
      2. What gets used when
      3. How to manage all resources

Individuals and Large Group Discussion:

1. Make a list:
   1. What do you think are essential foods to have on hand? Why?
   2. Which are some foods to discard first?
   3. What resources would you ration and why?
   4. Who are the essential community contacts and services?
   5. Start thinking preventatively: what can be organized beforehand?
2. In an unforeseen emergency situation (power outage, pipe bursting) what could be the role of each of the restaurant workers listed if it were for 1 day? Three days?
3. What information would you think would be important to have on hand in case of an emergency at a specific location: OVR, Panda House, U118, MAC-Kitchen, or Servery?

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