

11 SERVICES	Cork University Hospital		ACTION CARD NUMBER
	Head of Catering		11.4
You Report To:	Operations Manager/Services Manager	You Brief:	Catering Staff
Overall Responsibilities	- To provide the required Catering Service for all staff - Provide hot meals on a continuous basis for staff, free of charge - Provide catering services for relatives - Provide catering services for E.D		
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION			
ON ACTIVATION		ON STANDBY	
- If/when a decision is made to activate the CUH MEP the Head of Catering will be contacted by the Hospital Security Manager - Inform Administrative Co-ordinator on arrival - Liaise with the Services Manager to determine: - Number of people involved - How long the situation is likely to continue - What services will be required - Request that all staff on duty remain on duty to assist if required. Designate staff member to call in extra staff as required. - Order and arrange delivery of supplies that are required. - Allocate a staff meal area and process for distribution of patient meals - Allocate staff to designated areas to liaise with the areas and provide refreshments as required. - Provide support to other areas as required - Maintain patient services - Ensure appropriate systems in place to maintain appropriate hygiene and food handlings standards - Keep staff alert to identify and report all hazards/unsafe conditions. - Arrange to have tea/coffee and refreshments provided to Relatives Area. - Liaise with Control Team regarding step down arrangements Location Reporting - Status report of departments activities in relation to the functions identified should be made to the Services manager		- Estimate Staffing requirements. - Assess current food supplies and prepare list of goods that may be required. - Estimate the number of meals that can be served utilising existing food stores and order additional supplies as required. - Contact depending on the nature of the emergency extra freezer and fridge space by contacting cross refrigeration. - Develop appropriate menu	

• Ensure that there are sufficient staffs to handle the expected workload and Stand Down the remaining staff. • It may be necessary to leave some staff on duty for a prolonged period. • Arrange a shift cycle to ensure that members of staff are not left on duty for an excessive period.	
Stand Down • Ensure that all staff are informed of stand down • Facilitate smooth transition into normal business activities • Attend final team meetings & conduct debriefs • Debrief staff and note any issues that have arisen from the incident • Complete and collect all documentation • Return all emergency management equipment to correct storage area • Ensure all equipment, assets and personnel in place to maintain normal activities	
Consider these points	
The nature of the emergency and the length of the emergency will determine the above. Maintain a current list of all catering contact telephone numbers	

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