

SFCARD Disaster Food Conference

October 30th, 2003

Scenario Planning by Function: Home Delivery Program

It's Tuesday morning at 11:49. There is a 7.3 earthquake on the San Andreas Fault with the epicenter in Daly City. The power is out in many areas of San Francisco. Many of the roads are blocked. 9-1-1 is overwhelmed and cell phones are not working. BART is closed and the 280/380 interchange is down. There is debris everywhere, particularly from falling glass and un-reinforced masonry.

You deliver hot meals to 175 homebound clients, Monday to Friday. You have an on-site kitchen and 5 vans. On Fridays you also provide enough freezer safe meals to be eaten over the weekend. The meals are safe for 2.5 hours. Your clients are entirely dependent on the food you provide. Your power is out.

- a. Your drivers are all on the road. How do you know they are all right? What information do you need to give them? What information do you need from them?
- b. How are you going to track your clients needs? How will you know if they are home, hurt, need help etc?

1 hour later there is a strong 6.0 aftershock. Power to the water pumping station is affected. Traffic is grid locked. You are no longer able to work in your kitchen.

- a. Some of your drivers need or want to get home. How do you continue to deliver your meals?
- b. How can you keep your drivers safe while delivering?
- c. How can you be sure your meals do not spoil and are safe to eat?
- d. How would you modify your food service to ensure that people continue to receive meals?
- e. You are well known in the community and people begin to help you with home cooked meals to take to your clients. What do you do?
- f. Your vans are running low on gas and the pumps do not work without electricity. What are your options?
- g. Food delivery is taking awhile to reach your clients since many roads are blocked or have been rerouted. How do you let your clients know that you are still coming? Some of your drivers report that they do not have access to the area where the clients are located. How do you get meals to these clients?