



# Food Service Manual

<b>Effective Date</b> December 1, 2018	<b>Chapter</b> 11
<b>Amended</b>	<b>Operating Level</b> Food Service Department
<b>Supersedes</b> FSM Chapter 11 (9/1/15)	
<b>ACA Standards</b> None	
<b>Office of Primary Responsibility</b> Director of Food Services	

<b>Subject</b> <b>EMERGENCY FEEDING</b>	
<b>Incarcerated Offender Access</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Public Access</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <b>Attachments</b> Yes <input checked="" type="checkbox"/> #1 No <input type="checkbox"/>

## I. PURPOSE

This chapter of the Food Service Manual provides contingency plans for Department of Corrections facilities to manage Food Service operations to feed offenders, staff, and/or community citizens during emergencies and critical incidents that disrupt normal operations. Plans and resources are available for emergency feeding within a facility, at a remote site such as for escape search teams, or in the community such as for a natural disaster.

## II. COMPLIANCE

The Food Service Manual is issued with the intent to pull together information from a variety of sources such as directives, operating procedures, regulations, and other mandatory requirements and applies to all Food Service activities in facilities operated by the Department of Corrections (DOC). Contract Food Service vendors shall follow all provisions of the Food Service Manual within the specifications of their contract. This manual shall not change requirements contained in any approved directive or operating procedure, but does contain specific operational details not included in other documents. Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, and DOC directives and operating procedures.

## III. DEFINITIONS

**Emergency** - An act of nature, disaster, fire, electrical outage, etc., offender disturbance, or facility renovation greater than 3 days

## IV. PROCEDURE

### A. Emergency Feeding

1. For emergencies expected to last less than 3 days and to provide meals needed before the emergency resources described in this chapter of the Food Service Manual can be made operational, facilities should rely on menu adjustments, support from nearby DOC facilities, and meals provided by community vendors to feed staff and offenders as needed in accordance with the facility's *Continuity of Operations Plan*. (See Operating Procedure 075.2, *Continuity of Operations Plan*.)
2. This chapter of the Food Service Manual provides for:
  - a. Food Operations Mobilization Coordinator - a person designated by the Director of Food Services to lead the Food Operations Mobilization Unit and manage the DOC Food Service Unit response to emergencies, critical incidents, and natural disasters.
  - b. Food Operations Mobilization Unit - food service staff with special training in emergency food service operations
  - c. Contingency Plan Menus (See Attachment 1.)
  - d. Portable, self-contained food storage, preparation, and serving facilities
  - e. A stock of single use food service supplies staged and available for emergency use

### B. Food Operations Mobilization Unit (FOMU)

1. Food Operations Mobilization Coordinator (FOM Coordinator)

- a. Serves as head of the FOMU
    - i. Maintains roster of members with contact information
    - ii. Identifies training needs, schedules and coordinates training delivery
    - iii. Ensures that FOMU equipment is maintained in ready-to-use condition
    - iv. Schedules and conducts training and mobilization exercises at least semi-annually
    - v. Initiates and manages FOMU response to emergencies and other incidents
  - b. Serves as contact person for Food Services response to situations that exceed facility capabilities
    - i. Assess the situation
    - ii. Determine need
    - iii. Plan response
    - iv. Mobilize resources to support the plan
    - v. Serve as Food Services liaison to incident command staff and/or DOC Administration
    - vi. Compile a Food Services *After Action Report/Improvement Plan* for each exercise and mobilization incident (See Operating Procedure 075.1, *Emergency Operations Plan*.)
    - vii. Incorporate recommendations from the *Improvement Plan* into future training and incident preparation
  - c. Coordinate Food Services sections of facility *Continuity of Operations Plans*
    - i. Work with facilities to develop a network of support for each facility from surrounding facilities
    - ii. Identify and prepare as needed sites for setting up mobile food preparation and storage equipment at each facility
    - iii. Ensure that each facility has identified locally other state agencies and private vendors capable of supplying emergency food and food service supplies.
2. FOMU Members
    - a. FOM Coordinator
    - b. All Regional Food Service Field Directors
    - c. The Director of Food Services should designate one of the FOMU Members to serve as FOMU Leader throughout the activation of a FOMU Response Team.
  3. The FOM Coordinator has the authority (with consent of the Director of Food Services) and responsibility to activate a FOMU Response Team when needed.
  4. FOMU Response Team
    - a. FOM Coordinator
    - b. Regional Food Service Field Director for the affected facility/area (may act as FOM Coordinator if needed)
    - c. The closest available FOMU members (number to be determined by FOM Coordinator, at least one for each mobile food service unit)
    - d. The Regional Food Service Field Director will designate additional individuals from the affected area to volunteer assistance to the FOMU Response Team as needed
    - e. There should be a rotating work schedule for all Team members to provide time for rest, etc.
- C. Contingency Plan Menus
1. The Contingency Plan Menus (see Attachment 1) are sample menus for use in situations where cooking equipment is not serviceable or unavailable and/or the facility food stocks are damaged or not available. These menus may be interspersed with the normal menus or item substitutions made based on regular substitution guidelines based on available supplies and equipment. (See Food Service Manual, Chapter 3, *Menu Planning*.)
  2. Emergency and Lockdown menus may be used as needed.
  3. During FOMU Response Team operations, the FOM Coordinator will determine/approve the menu

and substitutions for each meal.

4. The goal will be to serve two hot and one cold meal each day; the FOM Coordinator will approve variations as needed.

D. Portable, self-contained food storage, preparation, and serving facilities

1. Access to or distribution of food and food supplies will only be permitted by the FOMU Leader or designee.
2. The Director of Food Services through the FOM Coordinator will maintain mobile units for use when facility food storage, preparation, and/or servicing facilities are unavailable or unsuitable for use. Examples include:
  - a. Mobile Kitchen Unit
    - i. A trailer set up for basic general cooking operations
    - ii. May be operated using propane, line electric, and/or self-contained generator power
    - iii. Requires water supply and drain
    - iv. Has available stock of tools and utensils
  - b. Pot and Pan Unit
    - i. A trailer set up for washing pots and pans
    - ii. May be operated using propane, line electric, and/or self-contained generator power
    - iii. Requires water supply and drain
  - c. Refrigerator/freezer Unit
    - i. A trailer split into two sections that can be used for refrigerated and/or frozen food storage
    - ii. May be operated using line electric, and/or self-contained generator power
  - d. Food Preparation Unit
    - i. A trailer set up to provide space and facilities for food preparation activities
    - ii. May be operated using propane, line electric, and/or self-contained generator power
    - iii. Requires water supply and drain
    - iv. Has available stock of tools and utensils
  - e. Bakery Unit
    - i. A trailer set up to provide space and facilities for preparing and cooking baked goods
    - ii. May be operated using propane, line electric, and/or self-contained generator power
    - iii. Requires water supply and drain
    - iv. Has available stock of tools and utensils
  - f. Serving Unit
    - i. A trailer set up to provide space and facilities for serving meals
    - ii. May be operated using propane, line electric, and/or self-contained generator power
    - iii. Requires water supply and drain
    - iv. Has available stock of tools and utensils
  - g. Water Trailer
    - i. Provides potable water in locations when potable water is not available
    - ii. Requires potable water supply and transfer line
    - iii. All local environmental regulations must be adhered to for disposal of all waste water.
  - h. Generator Trailer
    - i. Provides electrical power to all equipment utilized at the field operation site.
    - ii. Operated only by diesel fuel. Utilization of portable diesel canister will be authorized.
    - iii. Generator must be level as possible, and chocked when being set.
    - iv. Only trained and authorized personnel will be allowed to set up and operate the generators.
  - i. Environmental waste management disposal
    - i. VADOC is required to meet all EPA standards of all waste.

- ii. Waste management resources are available under state contract.
    - j. Standardized Supply Unit
      - i. A trailer containing a stock of single use supplies needed to serve or package meals
      - ii. No power or water requirements
      - iii. May be used for on-site dry good, tool, or utensil storage
      - iv. [Standardized Supply List](#) FSM\_F25
  - 3. Each mobile unit shall include an inventory of equipment, tools, utensils, supplies, and food that it contains.
    - a. The inventory will be confirmed when the mobile unit is delivered to an exercise or incident site.
    - b. All items on the inventory will be accounted for when the mobile unit is returned to storage; consumed, missing, and unserviceable items will be replaced promptly to maintain readiness of the mobile unit.
    - c. Standardized supplies be will be inventoried prior to, and after each event and quarterly thereafter. The Supply Unit will be stored at headquarters. (See [Standardized Supply List](#) FSM\_F25.)
  - 4. The mobile units will be stored at Bland Correctional Center to be readily moved to wherever they are needed.
    - a. Each facility storing mobile units will be responsible for security and maintenance to ensure that each unit is maintained in ready-to-go condition with all equipment operational. Preventative maintenance shall be performed at least semi-annually.
    - b. Each facility storing mobile units will be responsible to facilitate and coordinate movement of the mobile units to locations where they may be needed
    - c. Trailers shall be cleaned prior to deployment from Bland Correctional Center and to be overseen by the Food Service Equipment Manager.
    - d. Trailers are to maintain mandatory preventative maintenance schedules in accordance with OSHA, fire department and county regulations.
  - 5. Mobile Unit Site Selection
    - a. Each facility should select and prepare primary and secondary sites for mobile units as part of *Continuity of Operations Planning*.
    - b. Sites should be relatively secure from offender access while being convenient to receive supplies and facilitate transportation or serving of prepared food or meals.
    - c. Sites should be separated as necessary from Command Posts, Staging Areas, and the immediate incident site.
    - d. Sites should be large enough to handle the estimated volume of supplies and equipment. Access routes should be able to handle heavy traffic and wide enough for supply vehicles. The ground must be able to support the weight of the mobile unit and tow vehicle in any weather.
    - e. Sites should provide ready access to power, water, and drain connections. Pre-selected sites should be prepared with power, water, and drain sources adequate for the mobile units and connections compatible with the mobile units including any cords, hoses, pipes, or fittings needed for hookup.
- E. Food Operations Mobilization Unit (FOMU) Response Team
- 1. Response Team Member Criteria
    - a. Members must be approved by their Facility Unit Head or designee
    - b. Must actively participate in 75% of annual FOMU events
    - c. o medical restrictions, be able to lift up to 50 lbs. and stand for 2 hours at one time.
    - d. Comply with per diem rates per Operating Procedure 240.1, *Travel*, for all lodging, meals, and travel expenses.

- e. Must be able to cross-train in all of the areas of the FOMU Response Team.
  - f. Be a team player; open to dialogue and directions.
  - g. Comply with DOC operating procedures and standards of conduct.
  - h. Wear FOMU approved uniform:
    - i. Food service hat, shirt, or smock with state emblem & aprons.
    - ii. Pants can only be khaki or black; blue jeans will be not allowed
  - i. FOMU team uniforms will be distributed to approved FOMU Response Team members.
  - j. Volunteers must wear approved work uniforms (i.e. Correctional Officer) or appropriate work clothing (i.e non-security staff). Skirts, dresses, shorts and open toed shoes are not allowed.
  - k. Team members and volunteers can be removed from participation for non-compliance of FOMU procedure at the discretion of the Director of Food Services or the FOM Coordinator.
2. Food Operations Mobilization Unit (FOMU) Response Team Training
- a. The FOM Coordinator will be responsible for content and delivery of training to FOMU members.
  - b. The FOM Coordinator, in consultation with the Director of Food Services will schedule training and exercises as needed to maintain FOMU readiness.
  - c. FOMU Training should cover the following areas:
    - i. Individual job requirements
    - ii. Level of responsibility and team building
    - iii. A working knowledge of the operation and maintenance of the equipment
    - iv. Receiving and storage
    - v. Issuing and inventory accountability
    - vi. Distribution procedures
    - vii. Safe food handling, preparation, and serving in a field environment
    - viii. Sanitation procedures
- F. Activation of the Food Operations Mobilization Unit
1. The facility Food Operations Director/Manager shall notify the appropriate Regional Food Service Field Director immediately on becoming aware of an incident or planned event that may significantly disrupt food services operations at the facility.
  2. The Regional Food Service Field Director will inform the Director of Food Service and FOM Coordinator of the situation. Based on the information available, the Director of Food Service and FOM Coordinator will determine if a FOMU Response Team should be formed to help with the situation.
  3. The FOM Coordinator shall assess the situation and develop an initial response plan.
  4. The FOM Coordinator will delegate the following actions to be performed as needed:
    - a. Notify FOMU members to report at the necessary time and location to form a FOMU Response Team
    - b. Arrange support from neighboring facilities
    - c. Order transport of mobile units as needed
    - d. Arrange delivery of necessary food and supplies from other DOC units and vendors as needed
    - e. Notify the Regional Food Service Field Director of staffing needs in excess of available FOMU members and facility staff
  5. The FOMU Response Team will work with facility staff to set up alternate operations, including mobile units if needed, to provide necessary food services.
  6. FOMU Response Team activities will be conducted so as to ensure safe, sanitary conditions to protect food service workers and those consuming the prepared meals. See Food Service Manual,

Chapter 5, *Food Preparation and Service of Meals*, and Chapter 6, *Sanitation and Safety*.

7. If the Incident Command System is implemented, the FOM Coordinator should serve as the Food Services Unit Leader operating under the Logistics Section.
8. The FOM Coordinator will work with command staff and facility representatives to establish feeding schedules and menus appropriate to the situation and available resources.
9. The FOM Coordinator or designee should prepare and maintain a work schedule to provide adequate staff availability for food services operations while providing necessary rest and relief opportunities.
10. The FOMU Response Team will work and coordinate with the facility Food Operations Director/Manager and staff to meet food services needs until normal operations can resume.
11. The FOM Coordinator should arrange suitable lodging for FOMU Response Team members that cannot return to their homes between shift assignments. BOQ's or other facility staff housing should be used where available.
12. Delivery of Meals:
  - a. If meals are not to be served and consumed at the site where prepared, they must be transported in clean, secure containers and vehicles to maintain food safety and sanitation.
  - b. Each facility shall maintain a stock of secure, insulated containers for transport of meals to remote locations. The FOMU will be equipped to provide some suitable containers.
  - c. Hot and cold items must be packed separately in insulated containers to maintain proper temperatures.
  - d. Each container should be labeled to indicate the contents, time and date prepared, and the "use by" time and date.
  - e. Vehicles used in delivery of meals should be clean and enclosed to protect and secure food containers.
  - f. When possible, suitable accommodations should be provided at remote sites for serving and consuming the meals.

G. Demobilization of the Food Operations Mobilization Unit (FOMU)

1. The FOM Coordinator will coordinate demobilization of the FOMU with facility staff as they resume normal food service operations.
2. The FOMU Response Team will work with facility staff to close down alternate operations to transition to normal food services operations.
3. The FOMU Response Team will work with facility staff to clean and disconnect any mobile units, inventory contents, and secure them for travel back to the storage site.
4. Perishable items will be distributed to the closest neighboring facility. The neighboring facility is responsible for delivery of perishable items and must provide line pans, etc. for transportation.
5. Remaining semi-perishable items will be securely stored at Haynesville CC warehouse. (i.e. water, soda, etc.)
6. Perishables not retained on inventory will be distributed by the FOMU Leader or designee at the conclusion of the event.
7. Each FOMU Response Team member should be debriefed on Team operations by the FOM Coordinator or designee before being released.
8. Representative facility staff and others that worked with the FOMU Response Team should be debriefed on Team operations by the FOM Coordinator or designee.
9. The FOM Coordinator will coordinate release of FOMU Response Team members to return to their regular duties.
10. The FOM Coordinator will arrange transport of mobile units back to their storage sites and ensure

that they are returned to readiness condition. Each mobile unit should be inspected within 72 hours of return to the storage location to ensure that they are clean, serviceable, and restocked ready for use.

11. The FOM Coordinator will prepare an *After Action Report/Improvement Plan* (see Operating Procedure 075.1, *Emergency Operations Plan*) within 5 working days of completion of demobilization.
12. The FOM Coordinator shall ensure that actions in the *Improvement Plan* are completed in a timely manner.

#### H. Emergency Contact Lists

1. The FOM Coordinator will maintain an emergency contact list to be provided to the Director of Food Services, FOM Coordinator, and each Regional Food Service Field Director. This emergency contact list shall include:
  - a. Director of Food Services
  - b. FOM Coordinator
  - c. Each Regional Food Service Field Director
  - d. FOMU members
  - e. Each facility Food Operations Director/Manager
2. Each facility shall maintain an emergency contact list of all facility staff, all local current and potential food and food service supply vendors, and neighboring DOC facilities and other state agencies with the potential to assist in food service emergencies.

#### I. Essential Supplies

1. Each facility should maintain a stock of essential supplies such as paper products, coolers, disposable utensils, sanitizing hand wipes, etc. for use in an emergency.
2. The FOMU will maintain additional stock of essential supplies to be available as needed.

#### V. REFERENCES

Facility Continuity of Operations Plans  
Food Service Manual, Chapter 3, *Menu Planning*  
Food Service Manual, Chapter 5, *Food Preparation and Service of Meals*  
Food Service Manual, Chapter 6, *Sanitation and Safety*  
Operating Procedure 075.1, *Emergency Operations Plan*  
Operating Procedure 075.2, *Continuity of Operations Plan*  
Operating Procedure 240.1, *Travel*

#### VI. FORM CITATIONS

[Standardized Supply List](#) FSM\_F25

#### VII. REVIEW DATE

The Director of Food Services shall ensure that each chapter of the Food Service Manual is reviewed annually and revised as necessary.

*Signature Copy on File*

Mark E. Engelke, Director of Food Services

*10/29/18*

Date