



Virginia Department of Corrections

Facility Services and Work

Food Service Manual Chapter 11

Emergency Feeding

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Signature

Date

REVIEW

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

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 must follow all provisions of the Food Service Manual within the specifications of their contract. This manual will 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, American Correctional Association (ACA) standards, and DOC directives and operating procedures.

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DEFINITIONS

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.

Food Operations Mobilization Unit - Food service staff with special training in emergency food service operations.

Food Service Emergency - An act of nature, disaster, fire, electrical outage, etc., inmate disturbance, infectious disease outbreak, or facility renovation lasting more than three days.

PURPOSE

This Chapter of the Food Service Manual provides contingency plans for Department of Corrections (DOC) facilities to manage food service operations to feed inmates, Community Corrections Alternative Program (CCAP) probationers/parolees, 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.

PROCEDURE

- I. Emergency Feeding
 - A. For emergencies expected to last less than three days.
 - B. Provide meals needed before the emergency resources described in this Chapter of the Food Service Manual can be made operational.
 - C. Facilities will rely on menu adjustments, support from nearby DOC facilities, and meals provided by community vendors to feed staff, inmates, and CCAP probationers/parolees as needed in accordance with the facility's *Continuity of Operations Plan*; see Operating Procedure 075.2, *Continuity of Operations Plan*.
- II. Food Operations Mobilization Unit (FOMU)
 - A. FOMU Members
 1. FOM Coordinator
 2. All Regional Food Service Field Directors
 3. The Director of Food Services will designate one of the FOMU Members to serve as FOMU Leader throughout the activation of a FOMU Response Team
 - B. Food Operations Mobilization Coordinator (FOM Coordinator)
 1. Serves as head of the FOMU
 - a. Maintains roster of members with contact information
 - b. Identifies training needs, schedules, and coordinates training delivery and mobilization exercises at least semi-annually
 - c. Ensures that FOMU equipment is maintained in ready-to-use condition
 - d. Initiates and manages FOMU response to emergencies and other incidents
 2. Serves as contact person for food services response to situations that exceed facility capabilities
 - a. Assesses the situation, determines need, plans response, and mobilizes resources to support the plan
 - b. Serves as the food services liaison to incident command staff and/or DOC Administration
 - c. Compiles a food service *After Action Report/Improvement Plan* for each exercise and mobilization incident; see Operating Procedure 075.1, *Emergency Operations Plan*
 - d. Incorporates recommendations from the *Improvement Plan* into future training and incident preparation
 3. Coordinates food service sections of facility *Continuity of Operations Plans*
 - a. Works with facilities to develop a network of support for each facility from surrounding facilities
 - b. Identifies and prepares, as needed, sites for setting up mobile food preparation and storage equipment at each facility
 - c. Ensures that each facility has identified other state agencies and private vendors capable of supplying emergency food and food service supplies
 4. The FOM Coordinator has the authority, with consent of the Director of Food Services, and



responsibility to activate a FOMU Response Team when needed.

C. FOMU Response Team

1. FOM Coordinator
2. The Regional Food Service Field Director for the affected facility/area; may act as FOM Coordinator if needed.
3. The closest available FOMU Response Team members; number to be determined by FOM Coordinator, at least one for each mobile food service unit.
4. The Regional Food Service Field Director will designate additional individuals from the affected area to volunteer assistance to the FOMU Response Team, as needed.
5. There will be a rotating work schedule for all FOMU Response Team members to provide time for rest, etc.

III. Activation of the FOMU

- A. The facility Food Operations Director/Manager must 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.
- B. 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 will be formed.
- C. The FOM Coordinator will assess the situation and develop an initial response plan.
- D. The FOM Coordinator will delegate the following actions to be performed as needed:
 1. Notify FOMU Response Team members to report at the necessary time and location
 2. Arrange support from neighboring facilities
 3. Order transport of mobile units
 4. Arrange delivery of necessary food and supplies from other DOC units and vendors
 5. Notify the Regional Food Service Field Director of additional staffing needs
- E. The FOMU Response Team will work with facility staff to set up alternate operations, including mobile units if needed, to provide necessary services.
- F. FOMU Response Team will ensure safe, sanitary conditions to protect food service staff and those consuming the prepared meals; see Food Service Manual Chapter 5, *Food Preparation and Service of Meals*, and Chapter 6, *Sanitation and Safety*.
- G. If the Incident Command System is implemented, the FOM Coordinator will serve as the Food Services Unit Leader operating under the Logistics Section.
- H. The FOM Coordinator will work with command staff and facility representatives to establish feeding schedules and menus appropriate to the situation and available resources.
- I. The FOM Coordinator or designee will prepare and maintain a work schedule to provide adequate staff availability for food services operations while providing necessary rest and relief opportunities.
- J. 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.
- K. The FOM Coordinator will arrange suitable lodging for FOMU Response Team members that cannot return to their homes between shift assignments. Bachelor Officer Quarter's or other facility staff housing will be used where available.

L. Delivery of meals

1. If meals are not to be served and consumed at the site where prepared, they must be transported in clean, secure containers to maintain food safety and sanitation.
2. Each facility must maintain a stock of secure, insulated containers for transport of meals to remote locations. The FOMU will be equipped to provide some suitable containers.
3. Hot and cold items must be packed separately in insulated containers to maintain proper temperatures.
4. Each container must be labeled to indicate the contents, time and date prepared, and the “use by” time and date.
5. Vehicles used in delivery of meals will be clean and enclosed to protect and secure food containers.
6. When possible, suitable accommodations will be provided at remote sites for serving and consuming the meals.

IV. Contingency Plan Menu

- A. The FOMU will design a *Contingency Plan Menu*; see Attachment 1, at the time of an emergency utilizing existing menus at facilities with substitutions approved by the FOMU Leader or designee.
- B. During FOMU Response Team operations, the FOM Coordinator will determine/approve the menu and substitutions for each meal.
- C. The goal will be to serve two hot and one cold meal each day. The FOM Coordinator will approve variations as needed.

V. Portable, Self-Contained Food Storage, Preparation, and Serving Facilities

- A. Access to or distribution of food and food supplies will only be permitted by the FOMU Leader or designee.
- B. 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:
 1. Mobile Kitchen Unit
 - a. A trailer set up for basic general cooking operations
 - b. May be operated using propane, line electric, and/or self-contained generator power
 - c. Requires water supply and drain
 - d. Has available stock of tools and utensils
 2. Pot and Pan Unit
 - a. A trailer set up for washing pots and pans
 - b. May be operated using propane, line electric, and/or self-contained generator power
 - c. Requires water supply and drain
 3. Refrigerator/Freezer Unit
 - a. A trailer split into two sections that can be used for refrigerated and/or frozen food storage
 - b. May be operated using line electric, and/or self-contained generator power
 4. Food Preparation Unit
 - a. A trailer set up to provide space and facilities for food preparation activities
 - b. May be operated using propane, line electric, and/or self-contained generator power
 - c. Requires water supply and drain
 - d. Has available stock of tools and utensils
 5. Bakery Unit

- a. A trailer set up to provide space and facilities for preparing and cooking baked goods
 - b. May be operated using propane, line electric, and/or self-contained generator power
 - c. Requires water supply and drain
 - d. Has available stock of tools and utensils
6. Serving Unit
 - a. A trailer set up to provide space and facilities for serving meals
 - b. May be operated using propane, line electric, and/or self-contained generator power
 - c. Requires water supply and drain
 - d. Has available stock of tools and utensils
7. Water Trailer
 - a. Provides potable water in locations when potable water is not available
 - b. Requires potable water supply and transfer line
 - c. All local environmental regulations must be adhered to for disposal of all wastewater
8. Generator Trailer
 - a. Provides electrical power to all equipment utilized at the field operation site
 - b. Operated only by diesel fuel. Utilization of portable diesel canister will be authorized.
 - c. Generator must be level as possible and chocked when being set
 - d. Only trained and authorized staff will be allowed to set up and operate the generators
9. Environmental waste management disposal
 - a. DOC is required to meet all Environmental Protection Agency standards of all waste
 - b. Waste management resources are available under state contract
10. Standardized Supply Unit
 - a. A trailer containing a stock of single use supplies needed to serve or package meals
 - b. No power or water requirements
 - c. May be used for on-site dry good, tool, or utensil storage
 - d. See *Standardized Supply List* FSM_F25
- C. Each mobile unit will include an inventory of equipment, tools, utensils, supplies, and food that it contains
 1. The inventory will be confirmed by the Food Operations Warehouse Coordinator when the mobile unit is delivered to an exercise or incident site.
 2. 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.
 3. Standardized supplies 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.
- D. The mobile units will be stored at Bland Correctional Center to be readily moved to wherever they are needed.
 1. Each facility storing mobile units will ensure that each unit is secure and maintained in ready-to-go condition with all equipment operational. Preventative maintenance must be performed at least semi-annually.
 2. Each facility storing mobile units will be responsible for facilitating and coordinating movement of their mobile units to locations where they may be needed.
 3. The Food Service Equipment Manager will ensure that each trailer is cleaned prior to deployment from Bland Correctional Center.
 4. Trailers must be maintained in accordance with the preventative maintenance schedules outlined by

the Occupational Safety and Health Administration, fire department, and city/county regulations.

E. Mobile Unit Site Selection

1. Each facility will select and prepare primary and secondary sites for mobile units as part of *Continuity of Operations Planning*.
2. Sites will be separated as necessary from command posts, staging areas, and the immediate incident site.
3. Sites will be large enough to handle the estimated volume of supplies and equipment. Access routes must 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.
4. Sites will provide ready access to power, water, drain connections, and any cords, hoses, pipes, or fittings needed for hookup.

VI. FOMU Response Team

A. FOMU Response Team member criteria – members must:

1. Be approved by their Facility Unit Head or designee
2. Actively participate in 75 percent of annual FOMU events
3. No medical restrictions, be able to lift up to 50 pounds, and stand for two hours at one time
4. Comply with per diem rates per Operating Procedure 240.1, *Travel*, for all lodging, meals, and travel expenses
5. Be able to cross-train in all areas of the FOMU Response Team
6. Be a team player; open to dialogue and directions
7. Comply with DOC operating procedures and standards of conduct
8. Wear FOMU approved uniform, including:
 - a. Food service hat, shirt, or smock with state emblem and aprons
 - b. Khaki or black pants
9. FOMU uniforms will be distributed to approved FOMU Response Team members
10. Volunteers must wear approved work uniforms, i.e., Corrections Officer, or appropriate work clothing, i.e., non-security staff. Skirts, dresses, shorts, and open toed shoes are not allowed.
11. FOMU Response 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.

B. FOMU Response Team training

1. The FOM Coordinator will be responsible for content and delivery of training to FOMU Response Team members.
2. The FOM Coordinator, in consultation with the Director of Food Services will schedule training and exercises as needed to maintain FOMU readiness.
3. FOMU Training will cover the following areas:
 - a. Individual job requirements
 - b. Level of responsibility and team building
 - c. A working knowledge of the operation and maintenance of the equipment
 - d. Receiving and storage
 - e. Issuing and inventory accountability
 - f. Distribution procedures

- g. Safe food handling, preparation, and serving in a field environment
- h. Sanitation procedures

VII. Demobilization of the FOMU

- A. The FOM Coordinator will coordinate demobilization of the FOMU with facility staff as they resume normal food service operations.
- B. The FOMU Response Team will work with facility staff to close alternate operations to transition to normal food services operations.
- C. 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.
- D. 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.
- E. Remaining semi-perishable items will be securely stored at Haynesville Correctional Center warehouse. (e.g., water, soda, etc.)
- F. Perishables not retained on inventory will be distributed by the FOMU Leader or designee at the conclusion of the event.
- G. Each FOMU Response Team member will be debriefed on FOMU operations by the FOM Coordinator or designee before being released.
- H. Representative facility staff and others that worked with the FOMU Response Team will be debriefed on FOMU operations by the FOM Coordinator or designee.
- I. The FOM Coordinator will coordinate release of FOMU Response Team members to return to their regular duties.
- J. 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 will be inspected within 72 hours of return to the storage location to ensure that they are clean, serviceable, and restocked ready for use.
- K. The FOM Coordinator will prepare an *After-Action Report/Improvement Plan* within five working days of completion of demobilization; see Operating Procedure 075.1, *Emergency Operations Plan*.
- L. The FOM Coordinator must ensure that actions in the *Improvement Plan* are completed in a timely manner.

VIII. Emergency Contact Lists

- A. The FOM Coordinator will maintain an emergency contact list to be provided to the Director of Food Services, and each Regional Food Service Field Director. This emergency contact list will include:
 - 1. Director of Food Services
 - 2. FOM Coordinator
 - 3. Each Regional Food Service Field Director
 - 4. FOMU Response Team members
 - 5. Each facility Food Operations Director/Manager
- B. Each facility must 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 able to assist in food service emergencies.

IX. Essential Supplies

- A. Each facility must maintain a stock of essential supplies such as paper products, coolers, disposable



utensils, sanitizing hand wipes, etc. for use in an emergency.

B. The FOMU will maintain additional stock of essential supplies to be available as needed.

X. Food Operations Inmate Emergency Response Team (FOIERT)

A. This team will be deployed when a facility kitchen is still serviceable and inmate labor is needed.

1. The Regional Administrator(s) will maintain a list of all affected facilities.
2. In conjunction with the Regional Food Service Director(s) and the Director of Food Service, the Regional Administrator(s) will coordinate inmate labor assignments.

B. Housing and transportation

1. Inmates may be housed at an affected institution if space and separation are feasible. Inmates will not be housed at a CCAP. If space and separation are not feasible, inmates will be transported back and forth each working day.
2. Transportation will be provided by the institution that inmates are assigned to in VACORIS.
3. All FOIERT members will enter through a separate entrance and only work in the food service area.

C. Sanitation and Personal Protective Equipment (PPE)

1. Food operations areas will be disinfected according to local operating procedures.
2. Current guidelines for sanitation and PPE will be followed by all staff, inmates, and CCAP probationers/parolees working in food services.

D. Screening

1. All FOIERT members will undergo a screening that includes a temperature check prior to work each day.
2. All FOIERT members will undergo a subsequent screening prior to being transported back to their assigned facility.

All staff, inmates, and CCAP probationers/parolees assigned to work in food service must be medically and hygienically fit and are subject to the health assessment and monitoring requirements established in Food Service Manual Chapter 2, *Food Service Personnel*.

REFERENCES

Operating Procedure 075.1, *Emergency Operations Plan*

Operating Procedure 075.2, *Continuity of Operations Plan*

Operating Procedure 240.1, *Travel*

Food Service Manual Chapter 2, *Food Service Personnel*

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*

ATTACHMENTS

Attachment 1, *Contingency Plan Menu*

FORM CITATIONS

Standardized Supply List FSM_F25