

City of Los Angeles

EMERGENCY OPERATIONS PLAN



MASS CARE AND SHELTERING ANNEX

MASS FEEDING APPENDIX

May 2018



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APPENDIX DEVELOPMENT AND MAINTENANCE

The Mass Feeding Appendix is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) Mass Care and Sheltering Annex to facilitate response during incidents that require mass feeding of the public.

This Appendix is developed in cooperation and with input from the City departments that have primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to mass feeding.

This Appendix is developed to describe overall citywide response functions and capabilities and is to be used by each department identified within this Appendix to develop their own standard operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration how all of the activities identified in this plan directly related to their own department, as well as how those activities interact with, support, or require support from other departments identified within this plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies a conflict in how their field response or support activities are performed in comparison to what is described in this Appendix, and/ or identifies a conflict between their listed activities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department (EMD) – Planning Division.

If, at any time, a department, agency, or stakeholder to this plan changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this plan, that entity is to immediately notify the EMD - Planning Division.

This Appendix is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Changes.

Every other year, a formal review of this Appendix will be conducted by departments and agencies that are identified within this Appendix, as well as any other departments or agencies that may need to be part of the review process. The EMD — Planning Division will lead such an effort. Upon completion of such formal review, all corrections to the document will be reflected within the Record of Changes.

APPROVAL AND IMPLEMENTATION

This document is a Functional Support Appendix to the City of Los Angeles EOP. It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Annex to the EOP. The Appendix was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, it presents the Appendix to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Appendix goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

This Appendix was developed with input from all applicable Los Angeles City departments. This Appendix is compliant with the Federal Emergency Management Agency (FEMA) *Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans*, Version 2.0 (CPG 101 V.2)¹.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Appendix to the City of Los Angeles EOP.

¹ *Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).

CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems is referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex**; and the **Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made to Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex** and **Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response, Debris Flow Annex, Civil Disturbance Annex, Terrorism Annex** and the **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- All actions related to fulfilling the purpose of this Appendix will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Appendix, please refer to that specific department's Standard Operating Procedures.

BACKGROUND

The Mass Feeding Appendix is a Support Appendix to the EOP Mass Care and Sheltering Annex and is designed to be used during the response and recovery phases of an emergency incident. This Appendix is designed to be scalable and to be used during incidents requiring small to large feeding operations both in and out of shelters.

It is difficult to accurately predict the location, frequency, and scale of an emergency or disaster. It is possible, however, to plan and manage an emergency feeding plan and to establish feeding procedures that provide nourishment and sustenance to the public, including people with disabilities and others with access and functional needs. The Mass Feeding Appendix identifies the needed and available feeding capabilities and resources. It describes how these resources are mobilized.

I. PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

A. Purpose

This Appendix details government's responsibilities for the management of a mass feeding response. This Appendix can be used in conjunction with other plans designed for the protection of the population. Organizations, operational concepts, responsibilities, and procedures described in this Appendix are applicable to all locations and to all agencies, organizations, and personnel with mass feeding responsibilities within the City of Los Angeles.

This Appendix has been developed to meet the following objectives:

- Describe the scalable mass feeding strategy that will guide the City of Los Angeles in feeding displaced or stationary populations after a natural or human caused disaster.
- Provide a coordinated mass feeding system compliant with the California Standardized Emergency Management System (SEMS), National Incident Management System (NIMS) and relevant City, County, State and Federal laws.

B. Scope

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning; training; exercises; personnel qualification and certification standards; equipment acquisition and certification standards; and publication management processes and activities.

This Appendix is applicable to Los Angeles City departments with Emergency Operations Organization (EEO) responsibilities and other departments with essential resources. Of particular importance to this document are:

- City departments with emergency public safety functions.
- City departments having routine interaction with the public.
- City departments performing emergency public safety or other critical services.

C. Situation Overview

1. Characteristics

a) Location

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

b) Demographics

According to the California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"², the 2016 population estimate for the City of Los Angeles is 4,030,904. This breaks down to approximately 8094 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the world. Angelenos speak nearly 200 languages and are part of many different religious and belief systems. Community members who live, work, and play in Los Angeles include people with disabilities and others with access and functional needs.

This plan will use the phrase *people with disabilities and others with access and functional needs* to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability³. The definitions for people with disabilities as well as others with access and functional needs are provided below:

People with Disabilities

"Disability" in this context is a legal term rather than a medical one. It refers to a federally protected class under the 1990 Americans with Disabilities Act (ADA). Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of public information and warnings, transportation, mass care and sheltering, and evacuations.

Others with Access and Functional Needs

"Others with Access and Functional Needs" is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with limited or no English language proficiency, individuals that are institutionalized, women in late-term pregnancy, or those with limited or no access to transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

² California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2015 and 2016

³ Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.

2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification will be the NotifyLA application. Other modes will include news releases and public service announcements to the media and directly through social media. Factors to consider are the type of disaster, the population density, and the terrain in areas of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update, and/or maintain Memorandums of Understanding (MOUs), Memorandums of Agreement (MOAs), and contract amendments with private vendors to increase response capability and available resources. In addition, the City of Los Angeles' Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an emergency.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that despite a good faith effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification, and/or support.

3. Dietary Considerations

The following dietary restrictions should be planned for at all mass feeding locations:

- a) According to the Vegetarian Research Group in 2016⁴, approximately 4.3 million adults in the United States are vegetarian and 3.7 million adults are vegan. Vegetarian do not eat meat, poultry, or fish, while vegans in addition to following a vegetarian diet do not eat egg, honey, or any other animal product.
- b) According to the Celiac Disease Center⁵, celiac disease affects at least 1% of Americans. People with celiac disease cannot consume gluten, which is primarily found in wheat, rye, and barley.
- c) According to the American Diabetes Association⁶, in 2015, 9.4% of the population has diabetes (including adults and youth). People with diabetes

⁴ McStay, Jeanne & Cunningham, John. (2016). "How Many Vegetarians Are There?" *Vegetarian Resource Group*. <http://www.vrg.org/>

⁵ Celiac Disease Center. "Celiac Disease Facts and Figures." *The University of Chicago Celiac Disease Center*. <http://www.cureceliacdisease.org/>

cannot be served foods high in glucose, such as ketchup, most fruits, honey, carbonated drinks, pickles, and other high-sugar foods.

- d) Research by Cornell University⁷ indicates that approximately 90% of Asians, 75% of African Americans, 50-80% of Latinos, and 15% of Caucasians in the U.S. are lactose intolerant. Most people do not develop their lactose intolerance until after they have been weaned. People who are lactose intolerant should not be served milk or milk products.
- e) According to the Food Allergy Research and Education⁸ organization, 15 million Americans have food allergies, including 5.9 million children. Allergies to peanuts, tree nuts, fish, and shellfish are generally lifelong. Severe or fatal reactions can happen at any age, but teenagers and young adults with food allergies are at the highest risk of fatal food-induced anaphylaxis.
- f) A greater number of individuals may have food sensitivities, ethnic and religious dietary restrictions, and low-sodium diets. Many vegetarian and vegan options can accommodate these needs. Feeding sites should aim for at least 10% of meals to be vegetarian.
- g) In the City of Los Angeles, 6.6% of the population is under 5 years old⁹.
- h) In the City of Los Angeles, 26.7% of households own at least one dog or cat¹⁰. Many households own more than one dog or cat. There are approximately 30,000 service animals in Los Angeles, including guide, hearing, and assistance dogs used by persons with disabilities.

D. Assumptions

This Appendix was created to integrate the concepts and structure defined by NIMS, SEMS, and the Incident Command System (ICS).

- All City, State, and Federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Appendix.
- Only departments that have a response role or a role closely supporting the response to a mass feeding event will be included in this Appendix. The departmental roles listed are limited to those applicable to Mass Feeding functions.
- In any disaster, primary consideration is given to the preservation of life, then incident stabilization, and property preservation. Additionally, time and effort must be given to providing critical life-sustaining needs.

⁶American Diabetes Association. (2015). "Diabetes Statistics." *American Diabetes Association*. <http://www.diabetes.org/>

⁷Lang, Susan. (2005). "Lactose Intolerance Seems Linked to Ancestral Struggles with Harsh Climate and Cattle Diseases, Cornell Study Finds." *Cornell University News Service*. <http://www.news.cornell.edu/>

⁸Food Allergy Research and Education. "What is Food Allergy?". *FARE*. <https://www.foodallergy.org/life-food-allergies/food-allergy-101/facts-and-statistics>

⁹U.S. Census Bureau. (2010). "Los Angeles City, California: Fact Sheet." *U.S. Census Bureau*. <http://www.census.gov/>

¹⁰Los Angeles Almanac. (1999). "Characteristics of the Privately Owned Dog & Cat Population & Their Owners: City of Los Angeles." *Humane America Animal Foundation*. <http://www.laalmanac.com/default.htm>

- In a catastrophic incident, damage control and disaster relief will be required from the State, Federal, and other local governments as well as private organizations.
- The City Emergency Operations Center (EOC) may or may not be activated in support of an emergency or disaster event. EOC activation will be determined based on the scope and scale of the event.
- Electronic communications utilizing information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Appendix for distribution to the general public shall be available in accessible formats.
- Many residential, commercial and institutional structures could be damaged; requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced and requiring shelter and social services needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas, and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged; causing disruption in telephone, radio, microwave, computer and other communication services. Re-establishment of communications infrastructure will be critical.
- Shelter locations will conduct their own feeding operations. Due to the City's agreement with the American Red Cross Los Angeles Region (Red Cross), shelters will be supported by the Red Cross including feeding operations. Feeding sites outside of shelters will also be supported by the Red Cross. The City will provide needed resources when the Red Cross becomes strained.
- An accurate assessment of the need to initiate the mass feeding process will not be based solely on numbers but instead will include the following factors:
 - The scope of the base disaster or emergency and its severity and magnitude
 - The availability of potable water to areas of the general population to utilize in the preparation of meals
 - The availability of utilities (such as natural gas and electricity) for the general population to utilize in the safe storage of food products or in the preparation of meals
 - The demand within shelters for feeding operations
- Service animals and household pets will be present at the feeding sites.
- People with disabilities and others with access and functional needs will be present at the feeding sites.
- Children and/or adults may be unaware or unable to communicate that they have food allergies.

- Participating agencies/organizations will train personnel to perform duties and responsibilities described in this Appendix.
- Non-Governmental Organizations (NGOs), and businesses, such as restaurants, will establish their own relationships with vendors and relative government agencies to supply food through the City's BOC.
- Community Based Organizations (CBOs), such as local churches and civic groups, may obtain MOUs with the City to become part of City-organized mass feeding efforts; otherwise, they may respond on their own and will not be managed by the City.
- The availability of food may quickly become strained, particularly in situations where demand is high and commercial resources, such as restaurants and grocery stores, are inoperable due to the disaster.

The State will initiate procedures to request approval from the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) to operate the Disaster Cal Fresh Program (DCFP) when the infrastructure has been restored for counties that have received a Presidential disaster declaration that includes Individual Assistance (IA).

II. CONCEPT OF OPERATIONS

This Mass Feeding Appendix has been developed as an integrated strategy and process for implementing coordinated feeding operations at the jurisdictional level and limit duplication of efforts to maximize the use of available resources.

Feeding operations are based on sound nutritional standards, which include requirements of survivors with special dietary needs. The process begins as soon as a

disaster occurs and ends once survivors, including persons with disabilities and others with access and functional needs are capable of obtaining food from points of distribution or commercial outlets.

The Mass Feeding Appendix addresses preparedness activities and requirements for mass feeding efforts including planning, training, personnel qualification and certification standards, and equipment acquisition and certification standards. This Appendix outlines the role and participation of City and the Red Cross.

Emergencies or disasters may create situations in which residents do not need to be sheltered, but are without potable water or utilities to adequately store or safely prepare meals. This plan includes mass feeding operations support operations for both within and outside of designated shelters. This Appendix serves to assist and reinforce Red Cross mass feeding efforts rather than to create a new set of procedures. All feeding operations must adhere to this document's guidelines.

A. Terminology

Access and Functional Needs – Access and functional needs as defined by the National Response Framework may be present before, during, or after an incident in one or more areas and may include, but are not limited to, maintaining independence, communication, transportation, supervision, and medical care. Utilize Emergency Support Function (ESF) #6 to coordinate assistance without regard to race, ethnicity, religion, nationality, gender, age, disability, English proficiency, or economic status of those who are seeking assistance as a result of a disaster.

Bulk Distribution – This refers to emergency relief items (e.g., food items, water, ice, and cleaning supplies) to meet urgent needs that are distributed through sites established within the affected area or via mobile distribution.

Canteen – A canteen is a generic term commonly used within the Salvation Army to refer to mobile feeding kitchen units. Canteens come in a variety of models with the average canteen capable of serving 1,500 meals per day. Smaller model canteens are referred to as DRUs while larger canteens are called full-size canteens. The Red Cross uses the term Canteen to refer to side load vehicles that store only drinks and snacks. "Canteening" refers to the act of providing hydration and non-meal support to first responders and disaster victims.

Commodity Point of Distribution (C-POD) – A centralized point where supplies are delivered and the public travels to pick up the commodities (e.g., pre-packaged meals, water, tarps, ice, etc.). Further guidance on the management of a C-POD can be found in the FEMA IS-26 Guide to Points of Distribution.

C-PODs can be supported or operated by National Voluntary Organizations Active in Disaster (VOAD) member organizations, NGOs, faith-based organizations and/or the State. A C-POD may be utilized to distribute shelf-stable meals, non-perishable foods,

ice, water and other emergency needs. C-POD supplies and resources may be distributed in one of two models or a combination of both. In a fixed model, distribution takes place from one location. In a mobile model, supplies are transported into several impacted neighborhoods.

The lifespan and daily operation of a C-POD is dependent upon numerous factors including but not limited to the availability of the resources, reestablishment of infrastructure (e.g. utilities, commerce, return of general population), safety in securing site and protection of volunteers, and imposed curfews. NGOs may coordinate, cooperate, communicate and collaborate with Federal, State, and Local agencies to support or manage C-POD operations.

Community-Based Organization (CBO) – Non-profit organization that works to serve the community. This includes disability service organizations and both secular and faith-community groups.

Delivery Trucks – Delivery trucks have no food preparation capability. Food is prepared at a kitchen facility and then loaded into trucks for delivery to the feeding site. The routes should be limited to 35 or 40 miles, or three hours driving time, (e.g., Mobile Kitchens routes).

Dietary Restrictions – Diets for persons with diabetes or severe allergies to foods such as peanuts, dairy products, and gluten.

Disability – A physical or mental impairment that substantially limits one or more of the major life activities of such individual. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Disaster Cal Fresh Program (DCFP) – This program provides emergency food supplies to low-income households and individuals, as well as mass feeding sites. DCFP is initiated if the President of the United States declares a major disaster or if commercial channels of food distribution are disrupted. On a Federal level, DCFP is referred to as D-SNAP.

Disaster (Emergency) Supplemental Nutrition Assistance Program (D-SNAP) – The Stafford Disaster Relief and Emergency Assistance Act of 1988 allows distribution of emergency D-SNAP benefits (i.e., a program through which eligible disaster survivors receive food products, rather than benefits intended for purchasing food) to victims of a Presidentially-declared major disaster. In California, D-SNAP is referred to as Cal Fresh.

Emergency Response Vehicle (ERV) – An ERV is a disaster relief vehicle that provides mobile or stationary feeding, distributes supply items, and casework and communication services.

Feeding – Provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards to include meeting requirements of victims with special dietary needs to the extent possible.

Feeding Resources – Feeding resources are defined as methods of distributing meals and snacks in the immediate aftermath of an emergency, including fixed feeding and mobile feeding. Feeding resources are different from feeding supplies, which include ovens and cooking and eating utensils. Feeding resources chosen will depend on the estimated number of meals per day, the capacity of the feeding resource, and the availability.

Field Kitchen – A field kitchen is a deployable feeding unit, typically a trailer or tractor trailer, which is set up at a stationary location to produce a significant quantity of standard meals without cost to survivors/emergency workers of a disaster. This kitchen may serve as a centralized food production site or may prepare and serve food directly to people. Food for distribution is prepared by Food Service Delivery Units. Food service capabilities are based upon a standard meal.

Field kitchens are set up after disasters occur (unlike permanent facilities), their locations are flexible and tailored to the disaster. They are up in flat, semi-public spaces near the disaster area. Hard surfaces are better than dirt lots, as mud may cause delays and safety issues, particularly for persons with disabilities and others with access and functional needs as well as elderly adults. General Services Department must be ready to build an accessible pathway over dirt. Thus, locations near roads are preferable. Set up sites should have access to water, electricity, and the sewer system and should also have trash cans/dumpsters, generators, flood lights, propane, and diesel/gas. The site should have space for two trailers per 10,000 meals a day.

Fixed Feeding – Food service delivered from a stationary location or a permanent facility, such as a church or school, which has been designated for disaster work. Mobile feeding units may also be parked and used as fixed feeding sites. Fixed feeding sites have available sinks and disposal areas ready for use. However, local health departments must approve these sites before they can be used (LA County Code 11.12.010, 11.13.010 and California Retail Food Code 113715), and sites must be assessed for disability access and must include accessible parking (ADA/Title 24). Permission from owners to use sites may be necessary. Fixed feeding sites may be used when:

- A central location is desirable
- Greater service capacity, more than a single unit can provide, is needed

- Impacted populations are congregated (or need to be congregated) in an area
- Measures are required to control movement of people and/or vehicles

Food Safety Certified Unit Leader – A supervisor or manager certified in ServSafe, or equivalent level course, who oversees feeding operations.

Food Service Delivery Unit – A deployable feeding unit that includes an operational vehicle and a team capable of delivering prepared meals. Food Service Delivery Units typically work in conjunction with a stationary kitchen, which cooks the food distributed by the food service delivery units. Many voluntary agencies, such as the American Red Cross and The Salvation Army, have specially designed emergency vehicles to perform this function. In catastrophic incidents, other vehicles, such as vans, may be used to deliver food and augment overall capacity.

Health – Health refers to the state of physical, mental, and social well-being. HIPAA, Public Law 104, 191, incorporates both privacy and security principles. The Privacy Rule asserts that privacy of protected health information is an individual’s “fundamental right”, which includes the control of one’s medical information and medical services. The rule strikes a balance of interest that permits use of information while protecting the individuals who seek medical care.

Household Pet(s) (Federal Definition) – A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle, that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and can be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes. (For the State’s definition, contact the State ESF lead agency responsible for pets.)

Los Angeles County Community and Senior Services (CSS)– CSS provide direct services to seniors and at-risk individuals. The department also provides services through a network of over 500 community agencies that contract with CSS to provide programs for the citizens of LAOA.

Los Angeles Operational Area (OA)– An intermediate level of the State Emergency Services Organization, consisting of the county and all political subdivisions within the county.

Mass Care –Defined by the National Response Framework (NRF) as including sheltering, feeding, emergency first aid, bulk distribution of emergency items, and disaster welfare information (i.e., collecting and providing information on victims to family members). At the Federal level, the mass care function is a part of the ESF #6 responsibilities.

Meal – A single serving of food consisting of 8 oz of protein, 6 oz of starch, and 6 oz of vegetables/fruits, although the amounts vary according to different agencies' plans. Quantities are used to determine meal count output and meal logistical planning.

Meal Capacity – The capability to prepare a minimum of two meals a day, lunch and dinner, not including other servings such as a snack or “cracker barrel.” The duration of time to deliver the meal is not defined.

Medical – The maintenance or restoration of health via the prevention and treatment of disease or injury.

Mobile Feeding – Provided through the use of specialized delivery vehicles, such as Red Cross ERVs or The Salvation Army canteens, although vans, trucks and other vehicles may also be used. In mobile feeding, vehicles are assigned routes through disaster impacted areas, distributing food as they drive through these areas. There are several advantages to mobile feeding, including:

- Providing a quick response
- Enabling high saturation of affected areas
- Enabling disaster workers to respond to otherwise isolated or sparsely populated areas
- Allowing mass care responders to service multiple locations with limited resources.

Mobile Kitchens – Tractor trailers or trucks capable of preparing meals, providing direct service, then packing up and moving locations as needed. Units are powered and can roam or be fixed mobile catering. They may take a few hours to become operable. Food is provided to survivors/emergency workers of a disaster without cost. Mobile feeding routes should be limited to 35 or 40 miles, or three or four hours driving time. For examples of mobile kitchens, see Canteens and Disaster Response Units (DRU).

National Incident Management System/Incident Command System (NIMS/ICS) – A system mandated by Homeland Security Presidential Directive (HSPD) 5 that provides a consistent nationwide approach for Federal, State, Local, and tribal governments, the private sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. ICS provides a flexible yet standardized core mechanism for coordinated and collaborative incident management, regardless of whether incidents require additional resources from different organizations within a single jurisdiction or outside the jurisdiction, or whether incidents are complex with national implications.

National Response Framework (NRF) – “[Presents] the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. The Framework

establishes a comprehensive, national, all-hazards approach to domestic incident response.”

Nongovernmental Organization (NGO) –An entity with an association based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often, these groups provide specialized services that help persons with disabilities and others with access and functional needs. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

Operational Area –Consists of a City and all political subdivisions within the City area. Operational areas coordinate inter-jurisdictional emergency operations and mutual aid.

Service Animal – As defined by the ADA, any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, or other mental disability. Works or tasks may include: guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Persons with service animals cannot be asked to remove his/her service animal from the premises unless the animal is out of control or the animal poses a direct threat.

The Department of Justice’s (DOJ) new rules limit the definition of service animal in the ADA to include only dogs. The new rules also define service animal to exclude emotional support animals.

This definition, however, does not apply to the Fair Housing Act (FHAct) or the Rehabilitation Act, Section 504. Individuals with disabilities may have an assistance animal in addition to dogs, including emotional support animals, under the FHAct or Section 504.

In situations where both laws apply, housing providers, including emergency shelters, must meet the broader FHAct/Section 605 standard which provides for the inclusion of assistance animals that fall outside the ADA’s service animal definition. Service animals are not pets and will remain with their owners at all times.¹¹

¹¹ Americans with Disabilities Act 2010 Revised Requirements, Service Animals.
http://www.ada.gov/service_animals_2010.htm

Shelter – A facility and/or site containing an existing structure or requiring the construction of a temporary structure using non-traditional material (e.g., tents, open air) for the purposes of providing relief and services to affected populations.

Standardized Emergency Management System (SEMS) –The system required by Government Code §8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels, which are activated as necessary and include: (1) field response; (2) local government; (3) operational area; (4) regional; and (5) State. SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multiagency or inter-agency coordination.

For a list of Acronyms, see Attachment C-1.

B. Plan Activation

All or portions of this plan may be activated as required to address an actual or impending disaster requiring mass feeding resources.

C. Situation Assessment

Following a disaster, shelters will independently assess whether or not they need to open and begin feeding operations. Shelters will supply their own resources unless they report their needs to the EOC. The EOC's Mass Care Branch will determine the number and types of non-shelter feeding sites needed based on the scope and scale of the disaster and the affected population. For additional information required for on-call services at mass feeding sites, please see Attachment C-6.

D. Steps to Establish Feeding Operations

1. Determine feeding site locations (e.g. shelters, fixed non-shelter site, mobile feeding).
2. Conduct a building/facility inspection of location to determine structural integrity, capability, and suitability (e.g. food/sanitation capability, and ADA compliance) prior to establishing operations at location. If the location is not safe and accessible based on the inspection, the City will take the necessary steps to temporarily make the site safe and compliant, which may include: a temporary wheelchair ramp, ADA portable toilets, and other features as necessary.
3. Determine if location has kitchen or preparation facilities.
4. Estimate the number of persons to be fed at each site in order to determine staffing and supply needs.
5. Identify additional mobile feeding resources necessary to meet feeding needs.
6. Assess number of pre-packed meals needed to augment kitchen services.
7. Develop a strategy to meet projected feeding services required within 6 hours of notification.

8. Establish or designate an area or room at each site for breastfeeding.
9. Staff the kitchens with appropriately trained personnel.
10. Acquire and provide foodstuffs for feeding operations.
11. Establish mobile feeding routes.
12. Implement reporting mechanism for daily meal counts.
13. Coordinate with shelter managers to ensure adequate feeding is conducted at general population and companion animal shelters.
14. Identify vendor's capacity to provide meals for people with disabilities and other with access and functional needs, dietary and medical restrictions.
15. Identify locations for mobile service delivery to meet feeding needs within 24-36 hours of activation.
16. Reassess the feeding strategy at least once every operational period.

E. Phases of Feeding Operations

The evolution of mass feeding and the methods of feeding operations in the affected area occur in distinct but overlapping phases.

1. Immediate Phase

This phase begins with the event or in anticipation of an event. Feeding sites acquire snacks, shelf stable meals, and/or light meals. The phase ends when the City establishes a mass care infrastructure. The approximate time frame for this phase is 72 hours or less.

- a) Within the first 24 hours, the Red Cross and its partner organizations will respond to the event with available local resources and catering.
- b) The initial priority of feeding resources will be to shelters, if they are open.

2. Sustained Phase

This phase begins when the City has a mass care infrastructure and logistical support in place and is producing meals. The phase ends when sustained disaster feeding is no longer required, leading to the demobilization of the disaster feeding infrastructure.

Priority for this phase is to establish mass care infrastructure using NGO resources and State/Federal resources as required. NGOs, in a large disaster, could call upon their national level organization for resources from other parts of the State, outside of the State, or other regions. Mass care infrastructure consists of field kitchens provided principally by the Southern Baptist Convention, with some augmentation by the Red Cross, and The Salvation Army field kitchens. Once a convoy arrives at its set location and is operational, it will begin preparing meals. Prepared meals can be fed directly at the kitchen site or distributed through vehicles as part of the plan coordinated at the local level. Mobile kitchens can also serve as a fixed cooking site and are capable of serving meals (e.g., The Salvation Army).

If a formal request through the State Distributing Agency for United States Department of Agriculture (USDA) Food and Nutrition Service has been approved, food will be released locally for use by NGOs in a mass feeding operation. The City will coordinate with the ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Service) and State ESF #6 (Mass Care and Shelter) through the OA. The goal of the Local/State ESF # 6 and Local/State logistics in a notice event (e.g., windstorm) is to establish Commodity Points of Distribution (C-PODs) within the first 24 hours of landfall. In a no-notice event (e.g., earthquake), the establishment of C-PODs may require 48-96 hours.

3. Long-term Phase

This phase begins when the restoration of utilities, allowing residents to cook meals in their homes and purchase food in stores. In certain situations, food and/or financial assistance to purchase food are made available to those in need. The phase ends once response ends, disaster feeding ceases, and long-term recovery begins.¹²

A snapshot of the feeding operation timeline can be found in Attachment C-2: Phases of Feeding Operations. Keep in mind that the type of disaster may affect the timeline.

As soon as residents regain the capacity to cook meals in their homes, disaster feeding operations will scale down. If food is still required by residents, other options can be made available through Local, County, or State resources. In rare circumstances, the acquisition and distribution of individual-sized, as opposed to institutional-sized, food items can be implemented. A mixture of these items, combined into food boxes, is distributed to families so that meals can be prepared for multiple days. Food supplies will be disseminated through a combination of existing food bank distribution networks and activities by the Red Cross, The Salvation Army, and other NGOs.

F. Identifying and Designating Feeding Sites

Although several organizations will contribute staff, food, and other resources towards mass feeding efforts, the City is ultimately responsible for mass care operations and ensuring that staff and resources are provided. If Red Cross resources are strained, which may be the case if shelters need to be staffed, the City may utilize City staff and volunteer programs to obtain the needed staff and resources. The City may also request County and State resources as needed.

The type, scope, and location of the disaster determine which resources are needed. Feeding resource options include:

- Fixed Feeding

¹² Note: The start and duration of these phases can vary among or within jurisdictions.

A site that provides food from a stationary location, such as a permanent facility or a parked mobile feeding unit

- Fixed Feeding Shelter Site

A permanent facility where people, animals, or both people and animals are sheltered and fed.

- Fixed Feeding Non-Shelter Site

A permanent facility or parked mobile feeding unit that provides food for people, or both people and animals but does not shelter.

- Field Kitchen

A deployable feeding unit, typically a trailer or tractor trailer, which is established at a fixed location to produce a significant quantity of meals. Due to its ability to be picked up and moved, a field kitchen is neither considered a fixed feeding nor mobile feeding site.

- Mobile Kitchen

Tractor trailer or truck that is capable of preparing meals, providing direct service, then packing up and moving to another location as needed.

- Delivery Truck (usually w/ Fixed Feeding sites)

A mobile vehicle that delivers food to a feeding site.

For more detailed descriptions, see Terminology section. Regardless of type, feeding resources all have basic requirements. Sites should be near enough to the disaster area to be accessible to the impacted population, but far enough away that the site is not in danger.

G. Feeding Site Logistics

If possible, each feeding site upon opening should be self-sufficient for the first 24 hours. Feeding sites need to be constantly replenished with new food, utensils, including adaptive eating utensils, waste care items, and other essential items as deemed necessary for continuity of operations.

If the Red Cross is responsible for shelter management, Red Cross procedures will be used to obtain food and supplies. The Red Cross will contact partner agencies – distributors, grocers, wholesale retailers, restaurants, warehouses, food manufacturers, and nonprofits – to order food and supplies. Orders will be coordinated with and communicated to the Mass Care Branch during EOC activations.

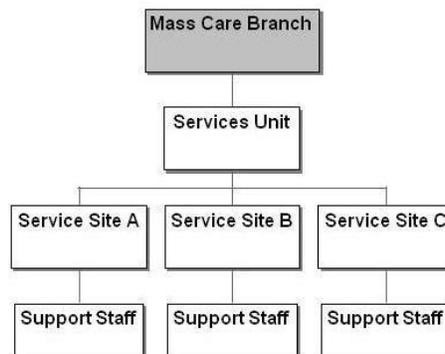
If the City is responsible for shelter management, the City will utilize existing food services contracts and MOUs/MOAs with non-profit organizations. Orders will be communicated to and coordinated with the Mass Care Branch during EOC activation.

Feeding Site requirements:

- Space for storage and room for two trailers per 10,000 anticipated meals a day. Semi- tractor trailers will need room to turn and back up when making deliveries.
- Cleaning area, space for dumpsters and garbage pick-up, staging area for supplies, and parking areas for staff, emergency response vehicles, and the impacted population.
- Portable toilets must be within 200 feet of each feeding facility.
- Must be able to be self-contained and remove grey water.
- Must be ADA accessible.

H. Feeding Operation Organization

According to the City’s ICS organizational structure, the Services Unit oversees disaster survivor feeding supply operations and is under the jurisdiction of the Mass Care Branch. The Services Unit supervises all Service Delivery Site Managers, who manage feeding site staff and provide daily resource reports. EMD oversees the First Responder Mass Feeding operation, when needed.



- **Services Unit**
The Services Unit is responsible for supplying the food needs for the entire incident, including all remote locations, and for overseeing local assistance centers, C-PODs, and community service needs. This Unit maintains communication with Service Delivery Site Managers, receives daily reports on food and supply needs, and communicates these needs to the Mass Care Branch.
- **Service Delivery Site Manager**
A Service Delivery Site Manager is responsible for managing a specific feeding site and all staff and volunteers at that site. He/she provides a daily report to the Services Unit regarding provisions used and needed.

I. Food Handler Safety, Sanitation, and Dispensing/Preparation of Food

- **Food Handler Safety**

Before any feeding site opens for operation, it must first be inspected by Los Angeles County Public Health officials.

The California Retail Food Code 113947.1 stipulates that there must be at least one person who has passed the accredited food safety certification examination at sites preparing and serving food. Sections 113947.2 and 113947.3 list certification requirements. The Red Cross requires all feeding staff and volunteers to complete a Basic Food Safety Course that provides them with food safety certification. The Red Cross also strives for Service Delivery Site Managers to have food safety certification. Volunteers who are assigned non-feeding tasks (e.g. taking out the trash, greeting people) do not need to be certified.

Safe food-handling procedures must be maintained and followed at all times. These procedures include, but are not limited to:

- Proper hygiene including washing hands with warm water and soap for a minimum of 15 seconds;
- Use of gloves, hair coverings, and appropriate clothing;
- Maintaining food temperature as specified in the California Retail Food Code, Section 113996; and
- Use of sanitizer in food preparation areas to disinfect work area

No feeding site worker should have direct hand contact with ready-to-eat foods. Use of utensils, deli tissues, or single-use gloves is required.¹³

- **Dispensing/Preparation of Food**

Dispensing the snacks will not involve any cooking, and may not require eating utensils. The meals, however, will need to be cooked and will most likely require utensils. Keeping foods separate while serving (separate utensils, pots, etc) will benefit people with allergies, or dietary restrictions.

Food-serving plates, bowls, cups, glasses, and tableware should be of disposable, single-service type whenever possible. If not single-service, check the material to see if it was constructed of a durable, cleanable surface with no open seams. Reusable service items must be washed, rinsed, and sanitized after each use.

Food storage for both raw and cooked food, and heat-resistant containers, will need to be cleaned after each use. Food-grade liners can reduce cleaning time. See

¹³ Food safety training, such as Food Handler (www.foodhandler.com/training.cfm) or ServSafe (www.servsafe.com/) is strongly recommended for all potential staff members of this mass feeding plan. The examination must include hygiene, sterilized utensils, and prevention of food contamination. For a full list of food safety certification requirements, see LA County Ordinance 11.11.040.

Attachment C-3: California Retail Food Code, Effective January 1, 2012 for food storage requirements as specified in the California Retail Food Code.

The Red Cross and City will not accept personal food donations.

- **Food & Equipment Sanitation**

Stations to wash equipment are needed to ensure proper equipment safety and sanitation. A potable water source will be needed for rinsing. A grey water collection tank will be needed if sewer systems are not available.

Raw products shall be handled in one area and cooked products in another to prevent cooked products from being exposed to raw products. Once cooked, food must be covered to prevent further contamination.

Fresh foods should be observed for appearance, smell, and possible temperature abuse and contamination. Fresh meats, dairy, seafood, and poultry products stored at temperatures higher than 41°F for more than four hours should be discarded. Frozen foods should be stored at or below 32°F. If a product has partially thawed (e.g., meat with ice crystals still in the product), it should be refrigerated at 41°F or cooked and served as soon as possible. If a product is fully thawed, at or below 41°F, and appears to be in good condition without odors, it may be saved if cooked immediately; otherwise, discard the product.

Home-canned foods should not be used. Commercial-canned and processed foods exhibiting swelling, leaking, severe dents, and/or pitting should not be used. Other types of packages, boxes, and soft-sided containers of plastic or cardboard should be examined for physical damage such as cuts or punctures, exposure to moisture or other physical contamination. Packages exhibiting damage should be discarded.

Steps should be taken to control insects and rodents. All open containers of food should be protected with mesh screens, covered with lids, or sealed when not serving the food or prior to the food being served.

- **Potable Water Standards and Requirements**

The City should account for 1 gallon of water per person, per day. To support a disaster population of 2.5 million with potable water, the City would need 2.5 million gallons per day of potable water.¹⁴

People should bring their own containers to obtain potable water at feeding sites and are responsible for the sanitation of such containers. Container, equipment, and sanitation requirements can be found in Code of Federal Regulations Title 21,

¹⁴ As referenced in the Southern California Catastrophic Earthquake Response Plan

Section 129.40 and Section 129.80. See Attachment C-4: Code of Federal Regulations Title 21 for this code.

Only permit-holding vehicles will be permitted to haul water and must be able to show permit upon request.

J. Menu Planning

Menu planners must plan for both immediate and sustained feeding. Immediate feeding consists of snacks that require no preparation. Designated snacks should also be available for people with diabetes, allergies (especially peanut and egg), and low-sodium diets. The phase starts as soon as the displaced population arrives, and ends when the prepared meals are ready. Sustained feeding is the provision of prepared meals.

Sites should plan their menus based on available foods and must provide a minimum of 1,500 calories per person, per day. The Red Cross suggests 2,000 to 2,500 calories per person, per day. Perishable, easily prepared foods should be used first, if available, especially when refrigeration is a challenge. Sites should anticipate that additional meals will be needed (extra servings or uncounted populations) over the estimated count.

Meal capacity for any disaster is a minimum of two meals a day – lunch and dinner. If diabetics need breakfast in order to take insulin, food will be provided to them upon request. A basic meal should include protein, starch, and vegetables/fruits, plus a drink.¹⁵

Special dietary needs must be planned for as well. Shelters will acquire this information for each person and animal that registers at the site and can plan meals accordingly. Meals will be planned to include consideration for people with disabilities and others with access and functional needs, including:

- Dietary restrictions (ex. low sodium, low protein, low sugar, lactose intolerance)
- Assistive feeding equipment (ex. Straws, specialized utensils)
- Food processing (ex. pureed foods)

When possible, consideration will be given to cultural and religious preferences. Additionally, some individuals may need assistance with feeding activities. If a personal assistant, family member or caregiver is not available, staffing should be modified to provide assistance with feeding activities.

Non-shelter feeding sites, which are not likely to have a registration process, will need to plan meals according to the information listed in the Mass Feeding Appendix - Situation Overview - Dietary Considerations section. Feeding sites will offer at least one

¹⁵ The American Red Cross Feeding Handbook, April 2008, has a portion plan that could be used, consisting of 8 oz of protein, 6 oz of starch, and 6 oz of vegetables/fruits.

vegetarian and allergy-free meal option, foods that meet dietary restrictions. Food servers must be able to provide food ingredient information to people.¹⁶

In addition to water, hot drinks (e.g., coffee, hot chocolate, tea) or other drinks requiring refrigeration (e.g., juice) should be considered. Though most drinks do not need to be served chilled, planning for iced or refrigerated beverages with the meal planning can help offset health issues caused in a hot climate, outdoor sheltering, or limited indoor cooling.

K. Non-meal Feeding

Basic snacks may be provided when regular meals are not being provided. However, basic snacks shall not be served in place of a regular meal. These “canteening” operations vary in scope, but can be used to supplement needs when normal meals are otherwise unavailable (e.g., when kitchen facilities are not available due to resource availability). Consideration for dietary restrictions should be planned for as well.

L. Animal Feeding Support

Dietary issues are a major concern for Temporary Emergency Animal Shelters and for service animals in general population shelters. It is nearly impossible to prevent any gastro-intestinal (GI) upset among dogs or cats (and other animals); however, providing a consistent, nutrient rich diet will aid in limiting GI issues. It is recommended that animals (household pets and/or service animals) be fed a high quality, dry food from a single manufacturer. It is preferable to feed animals from bags and containers that are newly opened by the EHPS staff or other feeding provider. It is also important to remember that service animals and pets may have medical conditions, use prescription medication, and may follow restrictive diets.

Animal Services has contracts in place for purchasing animal food appropriate for household pets and service animals. Animal Services will order and dispense animal feed during disasters.

The Los Angeles Zoo will coordinate the feeding of zoo animals.

M. Documentation & Time-Keeping

During an emergency situation or incident, it is important to keep specific records related to staff assignments and costs related to the response to and recovery from the emergency or incident. Each department has their own internal processes for ensuring proper documentation of actions, incident specific cost tracking, personnel time keeping, and record retention guidelines of these documents.

¹⁶ Feeding sites may post signage listing available meal choices and food ingredients. Alternatively, pictures and/or picture boards may be utilized so that people with communication disabilities or who may not read or speak English may pick and choose their food. However, resources may be unavailable for these signs, and the process to create them may be too time-consuming.

In accordance with standard cost accountability practices for unique events, human-made and/or natural disasters, all City departments are required to document their financial costs of labor, materials and equipment in addressing the event.

Each City department, proprietary and Council controlled agency operates their respective accounting operations/practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement eligible costs and minimize ineligible costs.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. City of Los Angeles

1. Aging, Department of (Aging)

- Advises the City EOC on feeding needs and problems of older adults and their caregivers
- Contacts meal contractors; assesses accessibility and functionality of meal preparation sites; determines feeding resource availability; places contractor on alert for additional feeding support to Multipurpose Senior Center meal sites and home delivered meals. Ensures meals (fixed and delivered) are appropriate for diet considerations
- Coordinates with California Department of Aging for staff requests
- Maintains Aging information network in order to distribute information on feeding sites via the Mayor's Office and/or City Operator "311" and updates disaster incident and resources information for Information/Referral unit

2. Animal Services, Department of (Animal Services)

- Provides animal food from regular supply
- Mobilizes department personnel for response teams as necessary
- Utilizes its contracts to purchase and dispense animal food

3. Building and Safety, Los Angeles Department of (LADBS)

- Conducts a building/facility inspection at feeding sites to determine structural integrity and compliance with safety regulations after a major event or seismic activity event

4. Disability, Department on (DOD)

- Collaborates with City agencies to identify and address feeding access for persons with disabilities and others with access and functional needs

- Assists, as needed, with the production of information in alternative formats for persons with disabilities (i.e. Braille, large print, other languages) regarding the response operation and feeding assistance available. Information that needs to be converted to alternative formats must be provided to DOD in text format
 - Secures sign language interpreters for feeding sites as needed

Provides technical assistance to elected officials, public information officers, and City departments with regard to ADA requirements, other state and federal disability laws, and the Federal Communication Commission Guidelines for notification and releasing information to the public with vision or hearing loss

5. Emergency Management Department (EMD)

- EMD Duty Officer and Duty Team will obtain information from department sources.
- If the EOC is activated, EMD staff will be assigned to the Situation Analysis Unit of the Planning Section and is responsible for information gathering.
- Notify relevant stakeholders, including the Mayor, EOB members, and the LA County Office of Emergency Management (OEM) Operational Area of City EOC activation.
- If the EOC is not activated, the Duty Officer will collect and consolidate ongoing reconnaissance information from field units, the ICP and other available information sources. The Duty Officer will also make recommendation to the General Manager regarding EOC activation.
- Coordinates feeding efforts with other City, County, State, and Federal agencies, as well as other stakeholders as necessary and requested by the Incident Commander
- Work with other departments to determine the scope of the incident and its impact on City functions and facilities, as well as its impact on mass feeding needs.
- Monitor, record, evaluate, and assess information obtained by LAFD and LAPD during initial size up to anticipate future emergency management needs of the departments.
- Activate mass feeding contracts as needed.
- Evaluate long-term recovery needs, and facilitate resource coordination between stakeholders.
- During an EOC activation, all EMD employees are required to complete an ICS 214 form.
- EMD's Administrative Section is responsible for tracking disaster related response costs incurred by the Department.

6. General Services, Department of (GSD)

- Sets up ramps and other needed accommodations to ensure access for people with physical disabilities and others with access and functional needs at feeding sites through its Construction Forces
- Provides logistical support when materials are needed, coordinated through the EOC Logistics Section if activated
- Deploys building and maintenance personnel as necessary to mitigate any plumbing, electrical, elevator, carpentry, roofing, locksmith, heating, and air-conditioning issues at City-owned feeding site facilities
- Negotiates and administers leased buildings and land for potential feeding sites as needed, coordinated through the EOC Facilities Unit if activated

7. Fire Department, Los Angeles (LAFD)

- Mobilizes Community Emergency Response Team (CERT) resources to support logistical needs

8. Police Department, Los Angeles (LAPD)

- Assists with feeding site security as needed and requested
- Conducts normal police functions to monitor crowd management and crowd control issues
- Controls traffic and access to and from feeding sites
- Provides sworn and/or non-sworn personnel and resources to ensure safety at City owned/managed feeding sites; and may provide sworn and/or non-sworn personnel and resources at non-City owned feeding sites

9. Personnel Department (Personnel)

- Coordinates with local volunteer agencies to recruit additional volunteers
- Manages the Disaster Service Workers program

10. Recreation and Parks, Department of (RAP)

- Assigned as the Mass Care Branch Director in the EOC if activated
- Responsible for operating a mass feeding site under City management
- Works in conjunction with the Los Angeles Unified School District (LAUSD) and Red Cross to provide facility availability information
- Collaborates with the Red Cross to determine which facilities are best suited for feeding operations
- Provides personnel to support feeding operations
- Coordinates with NGOs that would support feeding activities
- Provides access to and maintenance of feeding sites
- Provides clean-up assistance at City –owned feeding locations

11. Water and Power, Department of (DWP)

- Provides rapid restoration of utility services as needed

- Collaborates with other utilities to ensure areas can safely be used for feeding operations (water, electric, gas, telephone, and cable)
- The Utilities Division provides representatives from the participating utilities to help coordinate efforts at the EOC

B. County of Los Angeles

Although the City of Los Angeles has no authority to assign responsibilities to County agencies and departments, many County agencies and departments are the primary agencies responsible for providing certain services to the City of Los Angeles. Those County departments are listed below, along with the services they are responsible for providing during mass feeding incidents.

1. Los Angeles County Department of Animal Care and Control

- Supports the feeding of animals by coordinating with Animal Services
- Provides resources through mutual-aid requests between the City EOC and OEM

2. Los Angeles County Office of Emergency Management (OEM)

- Will activate the Los Angeles County Operational Area EOC to support larger-scale feeding operations
- Coordinates requests for resources according to SEMS
- Coordinates all Operational Area mutual aid requests, other than law enforcement and fire

3. Los Angeles County Department of Public Health (LACDPH)

- Provides environmental health inspections to assure safe food, water, and waste management at shelters and mass feeding sites
- Ensures the safe operation of licensed food facilities
- Provides information on food safety to the public
- Conducts food-borne illness investigations and interventions

4. Los Angeles County Department of Public Social Services (LACDPSS)

- Acts as County Care and Shelter Coordinator
- Operational area liaison with private, nonprofit human services agencies, and the grocery agency
- Coordinates the Disaster Cal Fresh Program, federally known as the Disaster Supplemental Nutrition Assistance Program (D-SNAP)
- May be able to provide feeding site staff

C. State

Although the City of Los Angeles has no authority to assign responsibilities to State of California agencies and departments, many state agencies and departments have primary or support responsibilities for providing certain services to the City of Los

Angeles. Those State agencies and departments are listed in the following, along with the services they are responsible for providing during mass feedings incidents.

1. California Governor’s Office of Emergency Services (Cal OES)

- Coordinates requests for resources and assists the City in response and recovery

2. California Department of Public Health

- Approves permits for water hauling vehicles
- Provide health inspectors at feeding sites as requested

D. Federal

Although the City of Los Angeles has no authority to assign responsibilities to Federal agencies and departments, many Federal agencies and departments have primary or support responsibility for providing certain services to the City of Los Angeles. Those Federal agencies and departments are listed in the following, along with the services they are responsible for providing during mass feeding incidents.

1. Federal Emergency Management Agency (FEMA)

- Provides public assistance to support State and Local government recovery and individual assistance to individuals impacted by the disaster

2. United States Department of Agriculture (USDA)

- Once notified by State agencies of a disaster, USDA’s Food and Nutrition Service:
 - Provides commodity foods for shelters and other mass feeding sites
 - Distributes commodity food packages directly to households in need
 - Issues Emergency Supplemental Nutrition Assistance Program (SNAP) benefits

E. Educational Institutions

Although the City of Los Angeles has no authority to assign responsibilities to educational institutions, how these institutions conduct feeding operations or provide services during mass feeding incidents will greatly impact the City of Los Angeles. Those educational institutions that provide services are listed in the following, along with the services they are responsible for providing during mass feeding incidents.

1. Los Angeles Unified School District (LAUSD)

- LAUSD kitchens coordinate with the Red Cross and other City feeding partners regarding facility and feeding operation needs

F. Non-Governmental Organizations (NGO)

Although the City of Los Angeles has no authority to assign responsibilities to NGOs, many NGOs have primary or support responsibility for providing certain services to the

City of Los Angeles. Those NGOs are listed in the following, along with the services they are responsible for providing during mass feeding incidents.

1. Emergency Network Los Angeles (ENLA)/Voluntary Organizations Active in Disaster (VOADs)

- Coordinates emergency assistance through NGOs within the Operational Area (e.g., faith-based organizations and community-based organizations)

2. American Red Cross Los Angeles Region (Red Cross)

- Provides strategic and tactical input and recommendations on potential shelter and feeding sites
- Provides human resources, such as field teams, to manage on-site feeding activities including kitchen staff, vehicle coordination, trained food handlers, and other feeding specialists
- Activates existing agreements for caterers, restaurants, and field kitchens from partner agencies to support feeding operations
- Provides agency representation at the City EOC and advises the EOC when an agreement between the City and a vendor is necessary when there are supply disruptions or exhaustions
- Coordinates a food delivery plan for Red Cross managed shelters, including establishing fixed feeding sites, and mobile feeding routes supported by the Red Cross and other agencies
- Collaborates with LACDPH, Los Angeles County Department of Public Social Services, Los Angeles County Department of Mental Health, DOD, RAP, and Animal Services to identify and address access and functional needs related to feeding in a disaster setting
- Train volunteers to work safely in a disaster feeding environment
- Provides emergency meal service to first responders and command posts during disasters that affect the community

IV. DIRECTION, CONTROL AND COORDINATION

This Mass Feeding Appendix may be activated when the Mayor declares a local emergency or if the EMD Duty Officer, after consulting with the EMD General Manager or Assistant General Manager, determines the situation warrants a Level I, II, or III EOC activation and the implementation of the Annex's policies and procedures.

Some portions of this Appendix go into effect immediately following a disaster event. The remainder of this Appendix is only activated when the incident grows in scope to a point where activation of the EOC is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents.

In advance of or simultaneous with the City plan activation, City departments and agencies including the Police Department, Fire Department, Department of Transportation, Department of Recreation and Parks and the Harbor Department will also activate their departmental emergency plans.

A. Information Collection, Analysis, and Dissemination

Every 24 hours, or less often if a longer operational period is in place, each feeding site will provide the Red Cross EOC with the information listed in Attachment C-5 – Information to be Reported Daily by Each Feeding Site. For every operational period, the Red Cross EOC will compile situation status reports for each shelter and feeding site and forward them to the Mass Care Branch. Every operational period, the City's EOC Director will ensure that situation status reports for each shelter and feeding site are compiled and reported to the County/Operational Area Care and Shelter Branch Director.

At least once every 24 hours mass feeding operations needs must be assessed.

B. Closing and Consolidating Feeding Operations

If the Red Cross or other feeding agency decides to close a feeding site, it should notify the EOC and food suppliers, and it should also post notices about its closure at least 24 hours in advance so that clients and the general public are informed of service delivery. When any feeding site closes, personnel should store inventory and return the remaining (non-perishable) food, equipment, and vehicles. Personnel should provide a summary of critical details addressing any challenges faced and suggestions for future improvement. Once local infrastructure begins to support normal business operations of the surrounding community, the City should coordinate with the Department Operations Center (DOC) to determine whether feeding sites should consolidate or close.

Even if mass feeding operations are able to close in some locations, others may actually see an increase in the number of people seeking support. Infrastructure restoration may be more difficult in some areas than in others, so each operation should be evaluated separately.

Criteria to consider prior to consolidation and closing of feeding operations include:

- Status of disaster feeding
- Number of meals being served and whether the number is declining
- Restoration of power, water, gas, and access to homes
- Access to home feeding services, medical equipment, and dietary needs for people with disabilities and others with access and functional needs
- Availability and access to grocery stores
- Number of homes with operational cooking capabilities
- Whether Disaster Cal Fresh is warranted and authorized to be implemented, including whether application/issuance sites have been identified, approved, and opened for service by local officials

When feeding sites are instructed to close or consolidate, they should notify the food suppliers and support vendors to prepare for pick-up of equipment and terminate services.

The City will ensure that all mobile feeding vehicles are cleaned and properly re-stocked with their required standard items. The City will ensure that the kitchen (mobile or fixed) and all the equipment in it are clean and ready to be returned to the owner.

V. ADMINISTRATION, FINANCE AND LOGISTICS

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to document internal administrative procedures for requesting, fulfilling, and tracking internal, department to department (DOC-to-DOC), field to department (field-to-DOC), and department to EOC (DOC-to-EOC) resource requests. Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

VI. AGREEMENTS AND UNDERSTANDINGS

Currently there are no Memoranda of Agreement or Understanding for this Annex.

VII. AUTHORITIES AND REFERENCES

A. Authorities

1. Federal

- a) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. https://www.fema.gov/media-library-data/1490360363533-a531e65a3e1e63b8b2cfb7d3da7a785c/Stafford_ActselectHSA2016.pdf
- b) Homeland Security Presidential Directive-5 (HSPD-5). <http://www.gpo.gov/fdsys/pkg/PPP-2003-book1/pdf/PPP-2003-book1-doc-pg229.pdf>
- c) National Incident Management System. Department of Homeland Security. December 2008. http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf
- d) National Response Framework. Department of Homeland Security. January 2008. <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
- e) Americans with Disabilities Act of 1990 and 2010, as amended. <http://www.ada.gov/pubs/ada.htm> and http://www.ada.gov/2010ADASTandards_index.htm
- f) Architectural Barriers Act of 1968, as amended. <http://www.access-board.gov/the-board/laws/architectural-barriers-act-aba>
- g) Code of Federal Regulations, Title 21, Sections 129.40 and 129.80
See Attachment C-4: Code of Federal Regulations Title 21
- h) Pets Evacuation and Transportation Standards (PETS) Act of 2006 amendment to the Stafford Act, Public Law 109-308159. <https://www.animallaw.info/intro/state-and-federal-disaster-planning-laws-and-pets>
- i) Rehabilitation Act of 1973, as amended. <https://www2.ed.gov/policy/speced/reg/narrative.html>

2. State of California

- a) California Constitution. <http://law.justia.com/california/constitution/>
- b) California Emergency Services Act, 2006. <http://www.caloes.ca.gov/LegalAffairsSite/Documents/Cal%20OES%20Yellow%20Book.pdf>
- c) California Code of Regulations, Title 19, Chapters 1 through 6, including:

- i. Chapter 1, Standardized Emergency Management System.
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=IB04B06CEEA354CF78940961DF532ECAA&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=IB04B06CEEA354CF78940961DF532ECAA&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))
 - ii. Chapter 6, Disaster Assistance Act Regulations
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I3C59D61E3F68495894B4E7EF36056939&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I3C59D61E3F68495894B4E7EF36056939&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))
- d) California Civil Code, sections 54-55.2 (Unruh Civil Rights Act) and 1714.5169.
<http://law.onecle.com/california/civil/index.html>
 - e) California Government Code, sections 855.41, 8588.15, 11135-11138, 32282, and 86081.
<http://law.onecle.com/california/government/index.html>
 - f) California Health and Safety Code, section 101025.
<http://law.onecle.com/california/health/101025.html>
 - g) California Retail Food Code, Chapter 4, Article 5.
See Attachment C-3: California Retail Food Code, Effective January 1, 2012
 - h) California State Emergency Plan 2017.
http://caloes.ca.gov/PlanningPreparednessSite/Documents/California_State_Emergency_Plan_2017.pdf
 - i) Title 24, California Building Standards Code (Physical Access Regulations).
<http://www.bsc.ca.gov/codes.aspx>
- 3. County of Los Angeles
 - a) Operational Area Emergency Response Plan <http://lacoa.org/oaerp.htm>
<http://lacoa.org/PDF/OA%20ERP.pdf>
 - b) Los Angeles County Code 11.11.040 and 11.11.060
<http://library.municode.com/index.aspx?clientId=16274>
 - 4. City of Los Angeles
 - a) City of Los Angeles Emergency Operations Plan

B. References

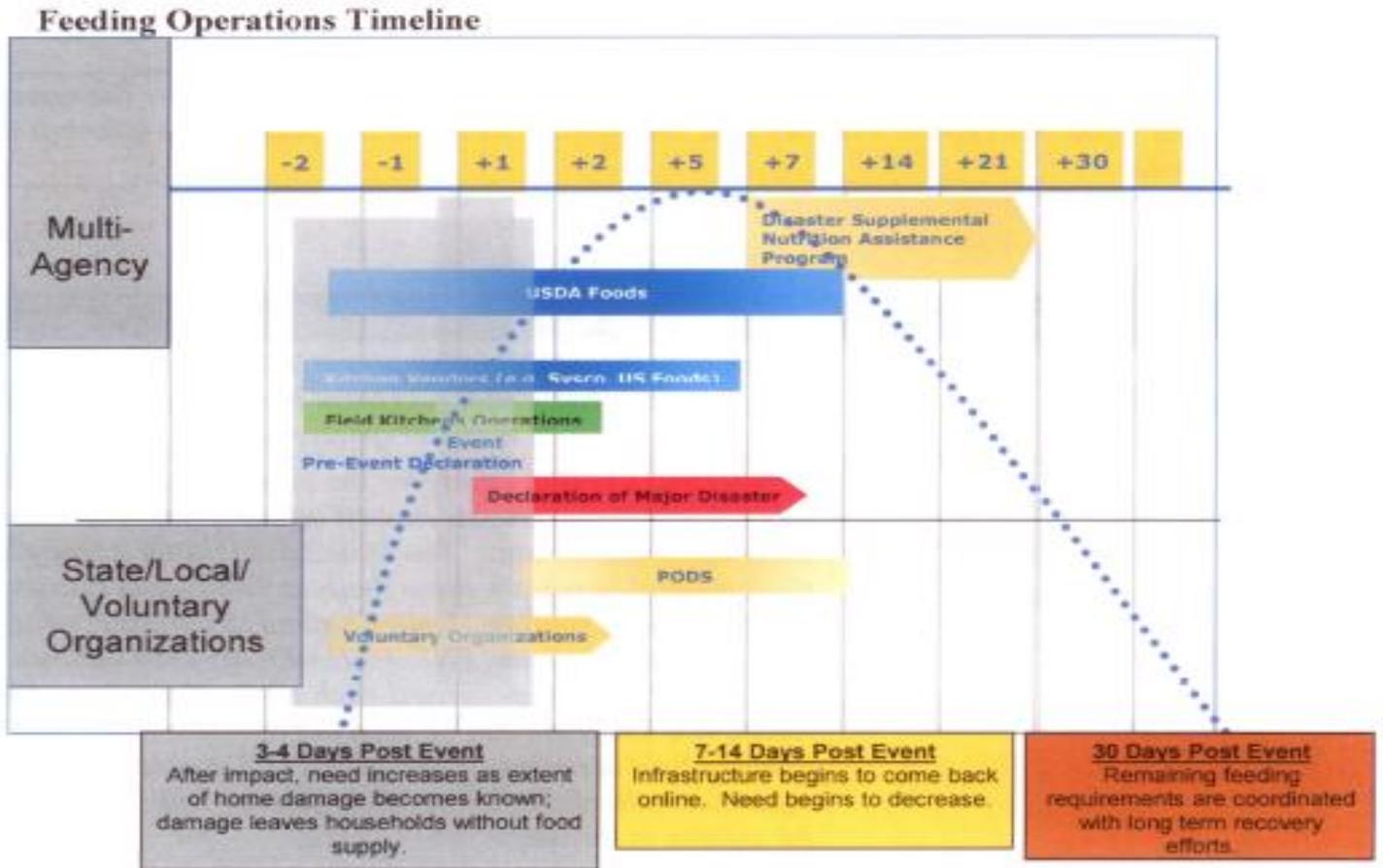
1. Comprehensive Preparedness Guide 101 (Version 2.0): Developing and Maintaining Emergency Operations Plans.
2. Los Angeles City Department on Disability.
3. Los Angeles Operational Area Mass Care Guidance.
4. Multi-Agency Feeding Plan Template
5. National Mobile Food Services Contract 2012.
6. Kailes, J. and Enders, A. in "Moving Beyond 'Special Needs' A Function-Based Framework for Emergency Management Planning," Journal of Disability Policy Studies, Vol./No. 44/207, pp. 230-237.
7. United States Census Bureau. State and County QuickFacts, Los Angeles (City), California.
<https://www.census.gov/quickfacts/fact/table/losangelescitycalifornia/PST045216>

ATTACHMENT C-1: ACRONYMS

Acronym	Full Name
ADA	Americans With Disabilities Act
Aging	Department of Aging
Animal Services	Department of Animal Services
BOC	Business Operations Center
Cal OES	California Governor's Office of Emergency Services
CAO	Chief Administrative Officer
CBO	Community Based Organizations
CERT	Community Emergency Response Team
CPG	Comprehensive Preparedness Guide
C-POD	Commodity Point of Distribution
DCFP	Disaster Cal Fresh Program
DOD	Los Angeles Department on Disability
DOJ	United States Department of Justice
D-SNAP	Disaster (Emergency) Supplemental Nutrition Assistance
DWP	Department of Water and Power
EMC	Emergency Management Committee
EMD	Emergency Management Department
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
ERV	Emergency Response Vehicle
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FHAct	Fair Housing Act
FNS	Food and Nutrition Service
FNSS	Functional Needs Support Services
GSD	Department of General Services
HSDP	Homeland Security Presidential Directive
IA	Individual Assistance
ICS	Incident Command System
LACDPH	Los Angeles County Department of Public Health
LACDPSS	Los Angeles County Department of Public Social Services
LADBS	Los Angeles Department of Building and Safety
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAUSD	Los Angeles Unified School District
MOU	Memoranda of Understanding
NGO	Non-Governmental Organization
NIMS	National Incident Management System

NRF	National Response Framework
OA	Los Angeles Operational Area
OEM	Los Angeles County Office of Emergency Management
Personnel	Personnel Department
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
SEMS	California Standardized Emergency Management System
SNAP	Emergency Supplemental Nutrition Assistance Program
SOP	Standard Operating Procedure
USDA	United States Department of Agriculture
VOAD	Voluntary Organizations Active in Disaster

ATTACHMENT C-2: PHASES OF FEEDING OPERATIONS PHASES OF FEEDING OPERATIONS



ATTACHMENT C-3: CALIFORNIA RETAIL FOOD CODE

Effective January 1, 2012

Chapter 4, Article 5. Food Storage

114047.

(a) Adequate and suitable space shall be provided for the storage of food.

(b) Except as specified in subdivisions (c) and (d), food shall be protected from contamination by storing the food in a clean, dry location, where it is not exposed to splash, dust, vermin, or other forms of contamination or adulteration, and at least six inches above the floor.

(c) Food in packages and working containers may be stored less than six inches above the floor on case lot handling equipment as specified under Section 114165.

(d) Pressurized beverage containers, cased food in waterproof containers such as bottles or cans, and milk containers in plastic crates may be stored on a floor that is clean and not exposed to moisture.

114049. Food shall not be stored in any of the following ways:

(a) In locker rooms.

(b) In toilet rooms.

(c) In dressing rooms.

(d) In refuse rooms.

(e) In mechanical rooms.

(f) Under sewer lines that are not shielded to intercept potential drips.

(g) Under leaking water lines, including leaking automatic fire sprinkler heads, or under lines on which water has condensed.

(h) Under open stairwells.

(i) Under other sources of contamination.

114051. Working containers holding food or food ingredients that are removed from their original packages for use in the food facility, such as cooking oils, flour, herbs, potato flakes, salt, spices, and sugar, shall be identified with the common name of the food, except that containers holding food that can be readily and unmistakably recognized, such as dry pasta, need not be identified.

114053.

(a) Prepackaged food may not be stored in direct contact with ice or water if the food is subject to the entry of water because of the nature of its packaging, wrapping, or container, or its positioning in the ice or water.

(b) Except as specified in subdivisions (c) and (d), non-prepackaged food may not be stored in direct contact with undrained ice.

(c) Whole raw fruits or vegetables, cut raw vegetables, and tofu may be immersed in ice or water.

(d) Raw chicken and raw fish that are received immersed in ice in shipping containers may remain in that condition while in storage awaiting preparation, display, service, or sale.

114055.

(a) Products that are held by the permit holder for credit, redemption, or return to the distributor, such as damaged, spoiled, or recalled products, shall be segregated and held in designated areas that are separated from food, equipment, utensils, linens, and single-use articles.

(b) All returned or damaged food products and food products from which the label has been removed shall be separated and stored in a separate area and in a manner that shall prevent adulteration of other foods and shall not contribute to a vermin problem

ATTACHMENT C-4: CODE OF FEDERAL REGULATIONS TITLE 21

Section 129.40

Sec. 129.40 Equipment and procedures.

(a)*Suitability.* (1) All plant equipment and utensils shall be suitable for their intended use. This includes all collection and storage tanks, piping, fittings, connections, bottle washers, fillers, cappers, and other equipment which may be used to store, handle, process, package, or transport product water.

(2) All product water contact surfaces shall be constructed of nontoxic and nonabsorbent material which can be adequately cleaned and sanitized and is in compliance with section 409 of the act.

(b)*Design.* Storage tanks shall be of the type that can be closed to exclude all foreign matter and shall be adequately vented.

Section 129.80

Sec. 129.80 Processes and controls.

(a)*Treatment of product water.* All treatment of product water by distillation, ion-exchanging, filtration, ultraviolet treatment, reverse osmosis, carbonation, mineral addition, or any other process shall be done in a manner so as to be effective in accomplishing its intended purpose and in accordance with section 409 of the Federal Food, Drug, and Cosmetic Act. All such processes shall be performed in and by equipment and with substances which will not adulterate the bottled product. A record of the type and date of physical inspections of such equipment, conditions found, and the performance and effectiveness of such equipment shall be maintained by the plant. Product water samples shall be taken after processing and prior to bottling by the plant and analyzed as often as is necessary to assure uniformity and effectiveness of the processes performed by the plant. The methods of analysis shall be those approved by the government agency or agencies having jurisdiction.

(b)*Containers.* (1) Multiservice primary containers shall be adequately cleaned, sanitized, and inspected just prior to being filled, capped, and sealed. Containers found to be unsanitary or defective by the inspection shall be reprocessed or discarded. All multiservice primary containers shall be washed, rinsed, and sanitized by mechanical washers or by any other method giving adequate sanitary results. Mechanical washers shall be inspected as often as is necessary to assure adequate performance. Records of physical maintenance, inspections and conditions found, and performance of the mechanical washer shall be maintained by the plant.

(2) Multiservice shipping cases shall be maintained in such condition as to assure they will not contaminate the primary container or the product water. Adequate dry or wet cleaning procedures shall be performed as often as necessary to maintain the cases in satisfactory condition.

(c)*Cleaning and sanitizing solutions.* Cleaning and sanitizing solutions utilized by the plant shall be sampled and tested by the plant as often as is necessary to assure adequate performance in the cleaning and sanitizing operations. Records of these tests shall be maintained by the plant.

(d)*Sanitizing operations.* Sanitizing operations, including those performed by chemical means or by any other means such as circulation of live steam or hot water, shall be adequate to effect sanitization of the intended product water-contact surfaces and any other critical area. The plant should maintain a record of the intensity of the sanitizing agent and the time duration that the agent was in contact with the surface being sanitized. The following times and intensities shall be considered a minimum:

- (1) Steam in enclosed system: At least 170 deg. F for at least 15 minutes or at least 200 deg. F for at least 5 minutes.
- (2) Hot water in enclosed system: At least 170 deg. F for at least 15 minutes or at least 200 deg. F for at least 5 minutes.
- (3) Chemical sanitizers shall be equivalent in bactericidal action to a 2-minute exposure of 50 parts per million of available chlorine at 57 deg. F when used as an immersion or circulating solution. Chemical sanitizers applied as a spray or fog shall have as a minimum 100 parts per million of available chlorine at 57 deg. F or its equivalent in bactericidal action.
- (4) 0.1 part per million ozone water solution in an enclosed system for at least 5 minutes.
- (5) When containers are sanitized using a substance other than one provided for in 178.1010 of this chapter, such substance shall be removed from the surface of the container by a rinsing procedure. The final rinse, prior to filling the container with product water, shall be performed with a disinfected water rinse free of pathogenic bacteria or by an additional sanitizing procedure equivalent in bactericidal action to that required in paragraph (d)(3) of this section.

(e)*Unit package production code.* Each unit package from a batch or segment of a continuous production run of bottled drinking water shall be identified by a production code. The production code shall identify a particular batch or segment of a continuous production run and the day produced. The plant shall record and maintain information as to the kind of product, volume produced, date produced, lot code used, and the distribution of the finished product to wholesale and retail outlets.

(f)*Filling, capping, or sealing.* During the process of filling, capping or sealing either single-service or multiservice containers, the performance of the filler, capper or sealer shall be monitored and the filled containers visually or electronically inspected to assure they are

sound, properly capped or sealed, and coded and labeled. Containers which are not satisfactory shall be reprocessed or rejected. Only nontoxic containers and closures shall be used. All containers and closures shall be sampled and inspected to ascertain that they are free from contamination. At least once each 3 months, a bacteriological swab and/or rinse count should be made from at least four containers and closures selected just prior to filling and sealing. No more than one of the four samples may exceed more than one bacteria per milliliter of capacity or one colony per square centimeter of surface area. All samples shall be free of coli form organisms. The procedure and apparatus for these bacteriological tests shall be in conformance with those recognized by the government agency or agencies having jurisdiction. Tests shall be performed either by qualified plant personnel or a competent commercial laboratory.

- (g)*Compliance procedures.* A quality standard for bottled drinking water is established in 165.110(b) of this chapter. To assure that the plant's production of bottled drinking water complies with the applicable standards, laws, and regulations of the government agency or agencies having jurisdiction, the plant will analyze product samples as follows:
- (1) For bacteriological purposes, take and analyze at least once a week for total coli form a representative sample from a batch or segment of a continuous production run for each type of bottled drinking water produced during a day's production. The representative sample shall consist of primary containers of product or unit packages of product. If any coli form organisms are detected, follow-up testing must be conducted to determine whether any of the coli form organisms are *E. coli*.
 - (2) For chemical, physical, and radiological purposes, take and analyze at least annually a representative sample from a batch or segment of a continuous production run for each type of bottled drinking water produced during a day's production. The representative sample(s) consists of primary containers of product or unit packages of product.
 - (3) Analyze such samples by methods approved by the government agency or agencies having jurisdiction. The plant shall maintain records of date of sampling, type of product sampled, production code, and results of the analysis.

(h)*Record retention.* All records required by 129.1, 129.20, 129.35, 129.37, 129.40, and 129.80 shall be maintained at the plant for not less than 2 years. Plants shall also retain, on file at the plant, current certificates or notifications of approval issued by the government agency or agencies approving the plant's source and supply of product water and operations water. All required documents shall be available for official review at reasonable times.

[42 FR 14355, Mar. 15, 1977, as amended at 44 FR 12175, Mar, 6, 1979; 60 FR 57124, Nov. 13, 1995; 74 FR 25665, May 29, 2009]

ATTACHMENT C-5: INFORMATION TO BE REPORTED DAILY BY EACH FEEDING SITE

1. Number of meals prepared
2. Number of meals served
3. Menu items, including liquids
4. Projected number of meals required
5. Number of shelter occupants registered with special dietary restrictions*

*To be reported by shelter feeding sites only

ATTACHMENT C-6: MASS FEEDING SERVICES – SCOPE OF WORK GUIDELINES

The proposed scope of work required for on-call services at mass feeding sites (e.g., fixed feeding, field kitchen, mobile kitchen, delivery truck, etc.) will include, but are not be limited to the following services. Actual Task Orders may include some or all of these services.

The type, scope, and location of the disaster determine which resources are needed. There are several feeding resource options, which are listed below:

1. Fixed Feeding – A site that provides food from a stationary location, such as a permanent facility or a parked mobile feeding unit
 - Fixed Feeding Shelter Site – A permanent facility where people, animals, or both people and animals are sheltered and fed.
 - Fixed Feeding Non-Shelter Site – A permanent facility or parked mobile feeding unit that provides food for people, or both people and animals at shelter site. This contract does not require the vendor to provide food for animals.
2. Field Kitchen – A deployable feeding unit, typically a trailer or tractor trailer, which is established at a fixed location to produce a significant quantity of meals. Due to its ability to be picked up and moved, a field kitchen is neither considered a fixed feeding nor mobile feeding site.
3. Mobile Kitchen – Tractor trailer or truck that is capable of preparing meals, providing direct service, then packing up and moving to another location as needed.
4. Delivery Truck (usually w/ Fixed Feeding sites) – Mobile vehicle that loads food from a kitchen facility and delivers it to a feeding site. A delivery truck has no food preparation capability.

Regardless of type, feeding resources all have basic requirements. Sites should be near enough to the disaster area to be accessible to the impacted population, but far enough away that the site is not in danger.

In catastrophic events, the availability of food may quickly become strained, particularly in situations where demand is high and where commercial resources, such as restaurants and grocery stores, are inoperable due to the disaster.

Feeding operations are based on sound nutritional standards which includes meeting requirements of disaster survivors with special dietary needs. The process begins as soon as a disaster occurs and ends once survivors, including persons with disabilities and others with

access and functional needs are capable of obtaining food from points of distribution or commercial outlets.

Feeding capabilities must include healthy hot food service that can accommodate general dietary requirements as well as the following:

In addition to the planned menus for each meal, the following dietary restrictions should be planned for all mass feeding locations:

- Vegetarian (at least 10% of meals should be vegetarian)
- Vegan
- Gluten intolerance
- Diabetes (low glucose, low sugar, low carbohydrate)
- Lactose intolerance
- Common allergies (cow's milk, eggs, soy, wheat, peanut, tree nut, fish, crustacean shellfish)
- Food sensitivities, ethnic and religious dietary restrictions, low sodium diets (many vegetarian and vegan food options can accommodate these needs)
- Baby formula

Other dietary requirements:

- Procedures for inquiring about special dietary needs with shelter registrants
- Providing food ingredient information to people
- Providing food that meets dietary requirements because of a disability:
 - Low-sodium diets
 - Low-fat diets
 - Low-cholesterol/protein diets
 - Pureed foods

All Mass Feeding Service Providers must include eating and drinking utensils with each meal. These include:

- Forks, knives, and spoons
- Cups with handles, straws, sippy cups
- Plates and bowls
- Adaptive utensils when necessary and requested

Service Providers must plan for both immediate and sustained feeding. Immediate feeding consists of snacks that require no preparation. Designated snacks should also be available for people with diabetes, allergies (especially peanut and egg), and low-sodium diets. The phase starts as soon as the displaced population arrives, and ends when the prepared meals are ready.

i. Food Service Requirements

Service Providers must provide food services on-site preparation and/or catering services including (but not limited to) complete management, control, purchase of all food and condiments, receipt, storage, issue, handling, processing, packaging, preparation, food serving, clean up, transport, repair, and maintenance of food service equipment. Food services facilities shall meet all required public health code requirements including the use of commercial grade National Sanitation Foundation (NSF) certified equipment, sealed floor surfaces, HVAC, insect control devices (screens or air curtains), effective equipment and utensil sanitation practices, and the appropriate class and quantity of fire suppression equipment. The overall scope of the food service operation must be in compliance with the most current edition of the FDA Food Code and a copy of the Code shall be available within each food preparation facility. All meals shall be served by Service Provider's personnel with the exception of coffee or condiment bars, which may be self-service. However, the capability of on-site food preparation via mobile kitchen unit(s) is preferred; particularly for the hot food meals. Service Provider is not responsible for the food safety of meals that are removed from the feeding tent.

Service Provider is responsible for the following items to the extent related to mass feeding:

- Waste Products – The Service Provider shall arrange for pick up and disposal of all solid and liquid waste products, as needed.
- Gray Water – The Service Provider shall coordinate with the shelter management and make the plumbing connections necessary for removal of waste water from the kitchen unit's holding tanks to a designated on-site sewer access point.
- Potable Water – The Service Provider shall be responsible for making the plumbing connection to an available approved and designated on-site potable water source for water requirements of any Mobile Food Service Unit or associated equipment.
- Refrigeration – Service Provider shall provide refrigeration for sack/box lunches or supplemental foods and beverages. Hot and cold food thermometers shall be available and used for monitoring food temperatures.
- A verifiable system to count and record the number of hot meals being served shall be submitted for approval by the City's contract representative. The meal count shall be reconciled with Service Provider's Food Service Manager (FSM) and the City's Food Service Administrative Clerk (Meal Counter) at the end of each meal. The FSM and MC must co-sign the meal register after reconciliation and the meal register shall be retained as supporting documentation for invoicing purposes.
- Ensure that all Service Provider food service personnel are neat and clean in appearance. All employees shall wear uniforms and ID Tags or badges that show the employee's name and identifies the Service Provider's company. A "T-shirt" and baseball type cap, worn correctly, will suffice as a uniform. All food service employees shall wear hair restraints (hair nets or caps or other appropriate restraint) at all times.

Long hair that hangs out of caps without a restraint is not acceptable. Food service employees shall also wear aprons and other apparel that is required by the FDA Food Code.

- Service Providers shall provide all cooking and serving equipment, serving utensils, eating dishes, and supplies. Eating dishes and utensils shall be disposable. All drinking cups shall be a minimum of 12-ounces. Cups for hot drinks may be paper or polystyrene foam. If the cups are made of foam, they must be manufactured from FDA sanctioned hydro-chlorofluorocarbons (HCFC) blowing agents.
- All appropriate disposable eating utensils (factory sealed in plastic, at least of medium weight) and serving utensils for meals,
- Single-use, food-grade gloves for food service personnel,
- Phosphate-free, antibacterial liquid soap and paper towels shall be provided for hand washing facilities,
- All meals shall be served and consumed at the incident dining area except for sack lunches or packaged meals that are picked up.
- Service Provider may elect to consolidate drinks and drink condiments in a single location (service bar).
- Service Provider may also elect to consolidate desserts in a single location (dessert bar) and/or breakfast and dinner condiments in a single location (condiment bar).
- Ensure that all self-service bars shall be monitored and maintained by Service Provider personnel. The Service Provider shall have at least one employee trained in safe food handling procedures who is assigned to monitor all food serving locations.
- An adequate number of serving tongs and utensils shall be provided. All hot meals shall be served by Service Provider's personnel except the service bar, condiment bar, and dessert bar that accompanies the hot meals.
- For meal counting purposes, second helpings at breakfast and lunch shall not be considered an additional meal.
- For meal counting, second helpings at dinner shall not be considered an additional meal unless a meat item is served.

ii. Menu

Service Providers should plan menus based on available foods and must provide a minimum of 1,500 calories per person, per day. The Red Cross suggests 2,000 to 2,500 calories per person, per day. Perishable, easily prepared foods should be used first, if available, especially when refrigeration is a challenge. Sites should anticipate that additional meals will be needed (extra servings or uncounted populations) over the estimated count.

This procurement requires three (3) meals a day that include two (2) hot meals, specifically breakfast and dinner. Non-meal snacks must be available, one during the a.m. hours and one during the p.m. hours.

A basic lunch and dinner meal should include protein, starch, and vegetables/fruits, plus a drink.¹⁷ If diabetics need food outside of meal times in order to take insulin, food will be provided to them upon request.

Special dietary needs must be planned for as well. Shelters will acquire this information for each person that registers at the site and can plan meals accordingly. Non-shelter feeding sites, which are not likely to have a registration process, will need to plan meals according. Feeding sites will offer at least one vegetarian and allergy-free meal option, and food servers must be able to provide food ingredient information to people.¹⁸

In addition to water, hot drinks (e.g., coffee, hot chocolate, tea) or drinks requiring refrigeration (e.g., juice) should be considered. Though most drinks do not need to be served chilled, planning for iced or refrigerated beverages with the meal planning can help offset health issues caused in a hot climate, outdoor sheltering, or limited indoor cooling.

iii. Non-meal Feeding

Non-meal feeding shall consist of basic snacks. Basic snacks may be provided when regular meals are not being provided. However, basic snacks shall not be served in place of a regular meal. These “canteening” operations vary in scope, but can be used to supplement needs when normal meals are otherwise unavailable (e.g., when kitchen facilities are not available due to resource availability). This may be the only available method of food disbursement. Consider such feeding support on a larger scale; consider providing at least 1,500 calories per person per day, and focus on the distribution of a combination of protein and starch-based food products.

B. Hours of Operations

Mass care operations are 24 hours per day, seven days a week. This procurement requires Service Providers to feed three (3) meals a day that include two (2) hot meals per day, specifically breakfast and dinner. Non-meal snacks must be available, one during the a.m. hours and one during the p.m. hours. Service Providers are to have staff available to meet the feeding requirements.

¹⁷ The American Red Cross Feeding Handbook, April 2008, has a portion plan that could be used, consisting of 8 oz of protein, 6 oz of starch, and 6 oz of vegetables/fruits.

¹⁸ Feeding sites may post signage listing available meal choices and food ingredients. Alternatively, pictures and/or picture boards may be utilized so that people with communication disabilities or who may not read or speak English may pick and choose their food. However, resources may be unavailable for these signs, and the process to create them may be too time-consuming.

C. Protection of Information

Service Providers access to client information related to dietary restrictions is required under the contract(s). Employees of the Service Providers shall safeguard this information against unauthorized disclosure or dissemination. Service Providers will be held liable for any unauthorized disclosures of such information by their employees.

D. Licensing, Training, Certification (Staff)

The Service Providers shall ensure that all personnel deployed be properly licensed, trained, and certified per the Local, State, and Federal laws and regulations applicable to food preparation, food storage, food transportation, food handling and food serving services. The only personnel of the Service Providers that are authorized to work on the contract are those that have worked a minimum of 2 years, are in good standing with the Service Provider and is subsequent free of any disciplinary action taken in the last 18 months. All on-call list Service Providers shall comply with the State of California Retail Food Code, and the No Bare Hand Contact with Ready-to-Eat Food law (See Attachment 1 and www.publichealth.lacounty.gov/eh/AreasofInterest/food.htm)

Service Providers and any sub-Service Provider shall have completed the Certified Food Protection Manager Training. A Certified Food Protection Manager (CFPM) is a certificate that is obtained by the owner or employee of food facilities that prepare, handle, or serve non-prepackaged potentially hazardous food. In addition, Service Provider should be aware of the California Food Handler Card Law. This training is intended to provide you with information and resources regarding best practices in your role as a Mass Feeding Service Provider. For additional information please see the links below:

- California Food Handler Card Law Guidelines Link:
 - www.publichealth.lacounty.gov/eh/docs/CAFoodHandlerCardGuidelines.pdf
- LA County Public Health Frequently Asked Questions Link:
 - http://www.publichealth.lacounty.gov/eh/docs/CFH_FAQ_Final.pdf

E. Technological Equipment Requirements

Each Service Provider is responsible for providing their staff with all equipment and other resources necessary to deliver the Services, at the designated work locations determined by EMD. Redundant communication methodologies (e.g., instant messaging, etc.) must be in place between (1) the Service Provider and EMD and (2) between the Service Provider and its employees, in the event that traditional forms of communication are not accessible.