Emergency Support Function (ESF) #7: DINING & FOOD SERVICES

<table>
<thead>
<tr>
<th>ESF Activation Contact: Cornell University Police (607)255-1111</th>
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<tr>
<td><strong>Primary Department</strong></td>
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<tr>
<td>Cornell Dining</td>
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<tr>
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<tr>
<td>Contact: Dustin Cutler</td>
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<td>Mobile: (610)547-1450</td>
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<tr>
<td>Cornell University SAS Facilities Management</td>
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<td>PH: (607)255-0328</td>
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<td>Cornell Police</td>
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<td>PH: (607)255-1111</td>
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<tr>
<td>Cornell University Facilities Services</td>
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<td>PH: (607)255-5322</td>
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<td>Cornell University Human Resources</td>
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<tr>
<td>PH: (607)255-3510</td>
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<tr>
<td>Tompkins County Red Cross</td>
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<tr>
<td>PH: (607)273-1900</td>
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<tr>
<td>Salvation Army</td>
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<td>PH: (607)273-2400</td>
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<td>Food Bank of Southern Tier</td>
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<td>PH: (607)796-6061</td>
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<td>Foodnet</td>
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<tr>
<td>PH: (607)266-9553</td>
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I. Purpose

a) This ESF lists the Cornell University departments and external agencies responsible for the possible provision of dining and food services that may take place during an emergency.

II. Scope

a) Includes all emergencies where dining and food services may be needed.

b) Coordinate the response to incidents where dining and food service operations may be needed beyond the normal scope of daily campus food service operations. This may include temporary food service operations, shelter food service operations, and food service operations to support emergency responder needs.

c) May be activated by the Incident Commander to respond to incidents that are beyond the capabilities of the initial emergency response actions.

d) May be activated to respond to incidents that overwhelm normal Incident Command response actions.
III. Situation

a) Emergency Conditions and Hazards

i) Emergency conditions on and near the Cornell University campus may require feeding of larger than normal populations due to sheltering operations, loss of local community food service capabilities, or the presence of additional emergency response personnel.

ii) Emergency conditions on the Cornell University campus may require the provision of food services with delayed or limited access to food stocks, supplies and resources.

iii) Emergency conditions on the Cornell University campus may require closure of some food service facilities.

iv) Cornell University may periodically experience emergency and disaster situations that will require response by University resources and outside agencies and the restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

v) See Cornell’s Risk Assessment for a description of potential emergencies.

IV. Assumptions

a) Normal food service operations may be inadequate to meet the needs during an emergency.

b) Delivery of additional food and supplies may be delayed.

c) Resources used for normal food preparation may be unavailable.

d) Initial emergency response capabilities may be inadequate to manage the incident.

e) University resources will be quickly overwhelmed.

f) Communication systems may fail during a major incident.

g) Backup operations will be available but may take time to activate.

h) Shortfalls can be expected in both support personnel and equipment.

i) State and federal assistance may not be immediately available.

V. Concept of Operations

a) General

i) The University Emergency Operations Plan provides overall guidance for emergency planning.
ii) ESF Annexes define roles and responsibilities, planned concept of operation, and internal and external capabilities and resources.

iii) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the incident scene or on an Incident Management Team.

b) Organization

i) National Incident Management System concepts will be used for response to all incidents.

ii) Incident or Unified Command will be used by responding departments.

iii) When requested, ESF personnel will report to the Incident Command Post or other location, or will participate as members of an Incident Management Team.

c) Notification

i) Campus incidents involving requests for ESF-7 assistance are to be reported to the Cornell University Police Department (CUPD) Dispatch Center by calling 911 from a campus phone or 607-255-1111 from an off campus phone.

ii) The CUPD Dispatch Center will notify the Cornell Dining Emergency Support Function Team representative of the incident or request for assistance.

iii) As needed, Cornell Dining will notify Dining staff and personnel to mobilize and respond to provide the requested services.

iv) Requests for additional resources shall occur under the authority of the Incident/Unified Command.

d) Direction, Control and Authority to Act

i) The Incident Command System (ICS) is used by University personnel to respond to emergencies and incidents.

ii) During the emergency response phase, all responders will be under the direction and control of the incident’s Incident/Unified Command.

iii) Responders reporting to the incident scene will report to the Incident Commander at the Incident Command Post unless otherwise directed by the Incident Commander.

iv) The Incident/Unified Command is authorized to take actions necessary to contain and control the incident to protect and reduce impact to lives, research, property, the environment, and campus operations.
e) Actions

i) Preparedness

(1) Cornell Dining shall develop and maintain response plans and procedures, a cadre of trained personnel, equipment and supplies to provide dining and food services during campus emergencies.

(2) Cornell Dining shall maintain continuity of operation (COOP) plans for the scope of capabilities identified in the ESF. Service recovery priorities and resources shall be identified in the C-COOP planning tool and further detailed through plans and procedures.

(3) Cornell Dining shall develop and maintain a list of campus, community, and vendor resources that could be requested during an emergency.

(4) Cornell Dining shall maintain a list of personnel (at least one primary and one back-up) that can be called to serve on an Incident Management Team to manage dining and food service related support functions.

(5) Cornell Dining shall develop procedures to document costs for any potential reimbursement.

(6) Cornell Dining shall participate in exercises and training to validate this annex and any supporting plans and procedures.

ii) Response

(1) May provide primary response to and coordination of provision of dining and food service related operations in the following order of responsibility and based upon the following assumptions.

(a) Students and staff who live on campus or off and have dining contracts.

(b) Emergency responders on campus responding to an incident or emergency situation.

(c) Other Cornell Community members who may be on campus working.

(d) Other Cornell Community members who may not reside on campus but may be affected; to the extent possible.

(e) The larger Ithaca Community, to the extent possible, after taking care of (a) through (d) above.

(2) Coordinate dining and food service operations provided by outside vendors and non-governmental organizations.
(3) Act as liaison with outside dining and food service providers.

(4) When requested, provide personnel to respond to the incident command post or other location to serve on an Incident Management Team to manage dining and food service related support functions.

(5) In conjunction with the Incident Commander, coordinate emergency information for public release through ESF #17 Communications.

iii) Recovery

(1) Coordinate dining and food service related assistance as needed by the Incident Commander, Incident Management Team, and/or Incident Executive Leadership Team.

(2) Ensure that ESF-7 personnel, departments or agencies maintain appropriate records of costs incurred during the event.

VI. Responsibilities

a) Primary Department: Cornell Dining

i) Serve as the lead agency for provision of dining and food service related support functions and support the response and recovery operations after ESF activation (in accordance with the priority outlined in the Response Actions section above).

ii) Develop, maintain, and update plans and procedures for use during an emergency.

iii) Identify, train, and assign personnel to serve as ESF-7 representatives at an Incident Command Post or on an Incident Management Team (IMT) when a University IMT is assembled.

b) Support Departments

i) Develop, maintain, and update plans and procedures for use during an emergency.

ii) Identify, train, and assign personnel to assist the primary department at the Incident Command Post or on the Incident Management Team as needed.

iii) Support the primary department as needed.

VII. Capabilities

Cornell Dining
i. Dining typically keeps on hand a 3-day supply of food and paper supplies. During the academic year, this equates to enough food to serve approximately 26,000 people/day thus there should be enough of a food supply to feed an additional 52,000 on a typical day. The number drops to approx. 7000/day during the summer service months, with winter break, May, and the first weeks in June being periods with extremely limited supplies.

ii. On Monday–Friday during the academic year, Dining can easily absorb an additional 500 people w/o making any changes or requiring additional help and supplies. For weekend service, there would need to be some changes to menus. If food had to be delivered, some assistance might be needed. During summer service, that number would be 200/day. For winter break, May, and June, Dining could serve the EOC, but beyond that would require additional supplies and labor;

iii. Dining can feed an additional 1000 people/day for 1 week with the supplies on hand, by making menu and program changes, and some rationing of supplies. E.g., instead of offering full service at operations, we would open only selected stations and serve a limited menu.

iv. Should dining be asked to provide services beyond the numbers outlined above, dining would plan to try and provide service in the following order to insure food safety standards and maintain dining facilities and equipment:

   a. Consolidate service and open an additional facility or facilities which may normally only be open for one or two meals. Dining would prefer to prepare meals in our own facilities using Dining staff who are familiar with the facility and the equipment.

   b. Prepare food for delivery to a temporary emergency facility.

   c. Lend the use of one of the dining facilities to an emergency agency to prepare and serve, under the oversight and supervision of a Dining representative.

a) Other Campus Food Vendors

   i) Statler Hotel

   ii) American Food and Vending (College of Veterinary Medicine)

   iii) Temple of Zeus (Goldwin Smith Hall)

   iv) Industrial & Labor Relations Conference Services (ILR Conference Center)

   v) Mandibles Café (Mann Library)

   vi) Premier Catering (Athletic facility concessions)
b) Local Food Vendors
   i) Serendipity Catering
   ii) Holiday Inn
   iii) Hilton Garden Inn

c) Non-Government Organizations
   i) American Red Cross
   ii) Salvation Army
   iii) Food Bank of the Southern Tier
   iv) Foodnet

VIII. Resources

a) Cornell Dining Resources
   i) Dining has 3 facilities with whole facility generators. Trillium Dining, North Star Dining, and Jansen’s Dining in Hans Bethe House.
   ii) 7 large (6’ long) portable propane gas grills
   iii) 9 box trucks, 5 of which are refrigerated (see Dining vehicle inventory list)
   iv) 5 “golf carts”, 2 with cargo boxes for transporting supplies. These are electric powered, and gas powered (standard 110v outlet)
   v) 1 large cargo van
   vi) 1 regular size cargo van
   vii) 1 pick-up truck with lift gate
   viii) 1 passenger mini-van
   ix) Numerous food transport carts, for both hot, cold, and ambient food. The hot and cold carts require electricity to operate, but liquid fuel (sterno) can be used in the hot carts if electricity isn’t available;
   x) 109 chafing dishes that can be used to serve hot food (these also require sterno).

b) Support Department Resources
   i) Additional drivers to assist w/deliveries – Facilities Services, Human Resources.
ii) Additional support for facilities, refrigeration and maintenance – SAS Facilities Management

iii) Additional delivery trucks - Cornell Fleet Services, Budget Rent-A-Car

iv) Additional staff to assist w/food prep and service. These people can be relatively unskilled/inexperienced, as they would be assigned tasks requiring no experience – Human Resources (Volunteer Management, temporary employees, temporary reassignment of staff duties)

v) Site Security – Cornell Police

vi) Grounds Dept., to clear pathways for delivery vehicles;

vii) Folding tables and chairs, to provide additional seating as necessary
   
   (1) Available in the community centers and West Campus houses
   
   (2) Barton Hall Building Care – Facilities Services
   
   (3) Taylor Rental
   
   (4) Jim’s Tent Rentals
   
   (5) Rick’s Rental
   
   (6) Auburn Tent Rental

viii) Cornell trade shops (primarily electricians) – Facilities Services

c) Outside Vendors/Resources

i) Folding tables and chairs, to provide additional seating as necessary
   
   (1) Taylor Rental
   
   (2) Jim’s Tent Rentals
   
   (3) Rick’s Rental
   
   (4) Auburn Tent Rental

ii) Tent vendor if outdoor food service is needed
   
   (1) Taylor Rental
   
   (2) Jim’s Tent Rentals
   
   (3) Rick’s Rental
   
   (4) Auburn Tent Rental

iii) Food Equipment Maintenance Vendor
IX. Policies and Procedures
   a) Cornell Dining Policy & Procedure Manual
   b) Cornell Dining Contract Library

X. Attachments
   a) None
Plan Review and Revision History

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<tr>
<th>Summary of Changes</th>
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<th>Completed By</th>
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<tr>
<td>Full ESF review and update to version 2.0</td>
<td>6/30/2017</td>
<td>K.Brown</td>
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<tr>
<td>Version 2.0 updates</td>
<td>9/12/2017</td>
<td>Office Emg. Mgmt.</td>
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