



FOCUS



Food Services

Quality Meals for Everyone



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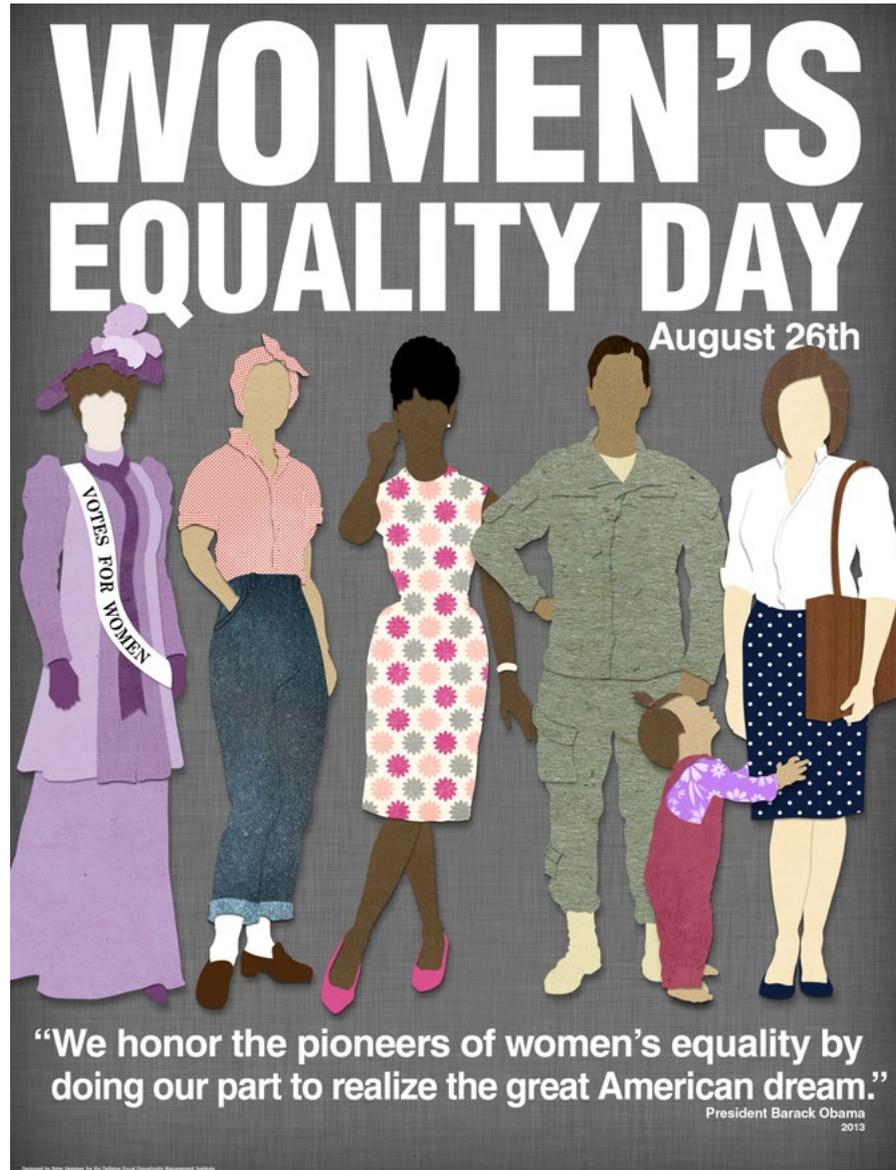
CDP Superintendent
Mike King

External Affairs Director
Lisa Hunter

Editor/Designer
Benjamin Crossley

External Affairs
Shannon Arledge
Wendi Feazell

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ON THE COVER:

Cathy Hood is a member of the Alabama Department of Rehabilitation Services (ADRS) - Sodexo team responsible for serving food to students and staff. ADRS-Sodexo prepares and serves up to 1,200 meals a day depending on the number of students currently training.





IMAT Academy training at CDP

Story and Photo by Benjamin Crossley

Incident Management Assistance Teams (IMAT) from across the nation are currently training at the Center for Domestic Preparedness in preparation for future deployments.

The approximately 100 students will train at the CDP for 12-14 weeks covering everything from FEMA's mission to logistics to emergency management disciplines.

"They are gainfully employed in learning and training from the moment they get here until they leave at the conclusion of the IMAT capstone," said Malcolm Edwards, Co-team Leader for 2014 IMAT Academy. "We even have activities for them on weekends. We try to fill their time with quality time in terms of instruction and exercises."

Approximately half of the students are new to FEMA and this training marks the first time many of them have used government travel.

"The coordination and communication piece is the biggest challenge," said Edwards. "There are so many moving parts. There is no one big piece that is harder than the rest. It is just that it is all moving and all requires a tremendous amount of coordination and communication."

In addition to the IMAT Academy, an additional 130 FEMA reservists are attending similar training at the CDP.

"At the CDP, we are pleased to help FEMA and prepare our deployment teams for future incidents," said Kent Davis, CDP Deputy Superintendent. "Our facility has been designed and developed for training first responders and we are a great fit with FEMA's mission to prepare

teams in managing all incidents."

"CDP trains first responders and that is what you are famous for," said Edwards. "We are not first responders but we are quick to be on scene. This is another piece to emergency management that CDP is facilitating and making better. This training is going to make FEMA better. This will make the coordination with all of our partners better."

"CDP is an ideal training center to send first-time travelers," said David Nunley, in finance and admin. "Deploying authorities can send their folks to the Center knowing that travel, secure housing, meals, transportation, social activities and training are coordinated in advance of student arrival. Students, new to traveling, can travel to the Center and focus on their training and not be burdened with making the various arrangements required to simply begin each training day."

The CDP trains approximately 13,000 resident students a year. The majority of the students are state, local or tribal emergency responders; however, the CDP also trains employees from other agencies like the Veterans Health Administration and Disaster Medical Assistance Teams, as well as other federal agencies and FEMA.

"The CDP is a large facility with good classrooms," said Edwards. "The infrastructure and security are in place. It is almost a turnkey where we can bring in some instructors, move some desks and we are ready to rock and roll. CDP is developed for training."

Behind the Scenes

Story by Wendi Feazell Photo by Benjamin Crossley

with **Delois Champ**



As the CDP Emergency Operations Center (EOC) Manager, Delois Champ is responsible for exercises, emergencies and the day-to-day operation of the EOC.

Champ is an Alabama native and joined the CDP staff in August of 2004. Her other duties include writing plans, training staff, serving as the CDP Continuity of Operations Manager and the Radio System Administrator. She also serves as the Emergency Preparedness Coordinator encouraging all CDP employees to develop Individual and Family Emergency Preparedness Plans that include assembling disaster kits for home, car and work. Champ regularly reminds her CDP coworkers the importance of being prepared. September is National Preparedness Month and this year's theme is "Be Disaster Aware, Take Action to Prepare," Champ said. National Preparedness Month serves as a reminder that we must take action to prepare, now and throughout the year. Events like the snow storms in January and February have shown us that it is important to be prepared, she explained.

Champ's work day begins at 6 a.m. and consists of monitoring

weather, local, regional, national and international events that could have an impact on the CDP mission. She conducts a daily weather analysis to determine if weather conditions could impact CDP operations and training.

"The Operations Center supports training and operations to deliver training to the first response and receiver community," said Champ.

Champ also monitors and reviews FEMA National Situations Updates and DHS National Operations Center incident information. On COBRATF training days, she focuses on monitoring COBRATF training operations.

Prior to joining the CDP, Champ served as a County Emergency Manager. She served on several national-level Innovative Process teams and working groups that developed and implemented groundbreaking initiatives for the Chemical Stockpile Emergency Preparedness Program (CSEPP). She served on the CSEPP National Exercise Working Group that developed the original CSEPP Exercise Guidance. The CSEPP Exercise Guidance served as a model for the Homeland Security Exercise Evaluation Program (HSEEP). Delois still serves

the CSEPP community by serving as an Exercise Subject Matter Expert (SME). September 15 – 19 she will be in Lexington, Kentucky working as an evaluator for the Blue Grass CSEPP Exercise.

In her 10 years working at the CDP, Champ said the installation of the CDP P25 Trunked Radio System was her most challenging project. The project tested her technical and management capabilities. The system includes two RF sites linked to a third dispatch console site and supports 508 radios used daily for CDP operations and training. Antennas were installed on the COBRA Training Facility and on top of the Noble Training Facility (NTF) to support the new radio system.

Seeing the view from atop NTF was an additional perk to the installation. "The 360-degree panoramic view from the NTF roof top of the beautiful mountains surrounding the CDP is fabulous," said Champ.

How many soldiers have been awarded the Tomb of the Unknown Soldier Guard Identification Badge?



Please email your answer to crossleyb@cdpemail.dhs.gov by **AUGUST 22** for a chance to win two free movie tickets. The email should have "MOVIE TICKET GIVEAWAY" as the subject and the answer in the body.

This is a contest and by submitting a correct answer by August 22, your name will be entered into the random drawing for the free movie tickets.

A great milestone for the CDP

Story by Lisa Hunter Photo by Benjamin Crossley

The CDP closed on a \$3.5 million property deal with the McClellan Development Authority, July 31, increasing the campus size from 124 acres to 176 acres.

Members of the CDP staff spent more than three years working through the process to bring the purchase to fruition, according to CDP Superintendent Mike King.

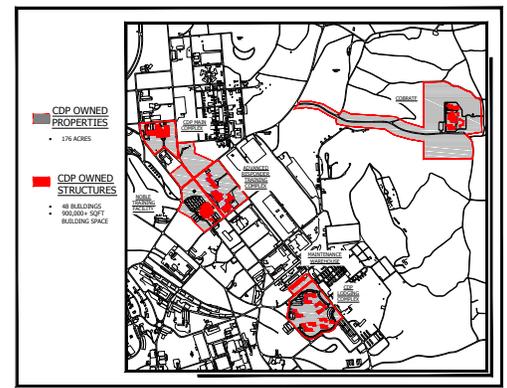
“A lot of hard work and diligence made this purchase happen. I’m also personally grateful for the efforts of Kent Davis for the extensive work he did on this action while he was the Office of Chief Counsel’s attorney advisor at the CDP and continuing as the CDP’s new Deputy Superintendent.

“I also must recognize Bruce Bush for his hard work in the beginning of this effort building the business case to justify the purchase and then

working with the various FEMA and DHS organizations on the details of the purchase throughout the effort. And perhaps most importantly, Bruce worked very hard to find and protect the funding used to pay for the property. A truly remarkable accomplishment by these gentlemen and the great CDP team working with them.”

The purchased property gives the CDP additional land that will be used as security buffers between the CDP and other businesses or activities. In addition, purchasing the land that the CDP had formerly leased is a cost-savings measure. The purchase of these facilities will pay for itself in just over six years due to the elimination of rent payments.

“Perhaps most importantly, it will also help the entire U.S. by improving the training of emergency responders



who come here from around the nation to gain critical knowledge, skills, and abilities to help them do their jobs better and safer,” King said.

Rick Lackey: “I might not be here”

Story and Photo by Benjamin Crossley

On a normal Friday in March, Kristy Bowling, an S M Resource Corporation paramedic, was on her way to work at the CDP. SMRC is responsible for the medical safety of staff and students at the CDP. While driving through the gate, Bowling saw something that would change security guard Rick Lackey’s life.

“He just didn’t look right,” said Bowling. “I knew something was wrong. You can just tell sometimes.”

Bowling asked Lackey how he was feeling. His response was one of discomfort, his side and chest were hurting, but that he would be fine. After a few moments of sitting at the gate and chatting with Lackey, Bowling parked her car. She then made some calls and made sure an ambulance was close by. She returned to Lackey and, along with other CDP paramedics, kept talking to him about how he was feeling.

After some prodding, Bowling and others convinced Lackey to have a seat and go through an assessment. The assessment led Lackey to seek more urgent care at a nearby facility. Lackey was surprised to find out that he was on the verge of a medical emergency.

He was admitted to the hospital and readied for

surgery.

“They bumped me up to first thing Monday morning,” said Lackey.

After the procedure, Lackey returned to work a few months later. He is thankful for Bowling’s determination and kindness.

“If she had been like a lot of people in the morning, if she needed that coffee, I might not be here,” said Lackey. “She came back and checked on me.”





CDP vs FEMA Corps Soccer Match

Inspired by the World Cup, FEMA Corps challenged CDP staff and family to a friendly competition on the soccer field across from the Anniston Aquatic Center July 17. Both sides played a fierce game and the score was not important. The goal was the camaraderie and in that respect it was a great success.







Food Services: Made with Labor & Love

ADRS-Sodexo Food Services are responsible for providing meals to students and staff, but go above and beyond with their positive attitudes and hospitality.

Story and Photos by Benjamin Crossley

Some CDP staff members work in an extremely hazardous environment every day dealing with razor-sharp objects, confined spaces, scalding water, harsh chemicals, searing metal, and extreme temperatures ranging from freezing to baking.

Of course, most people wouldn't consider the kitchen at Noble Training Facility as a hazardous environment, but the ADRS-Sodexo staff might disagree.

"I think people do not realize how demanding this operation is. Good food does not just happen," said Jim Kelley, Sodexo project manager. "It takes skill and labor and love."

Kelley, who has been at the CDP kitchen since the first meal was served, keeps the kitchen staffed and informed on the number of students attending classes at the CDP. Scheduling the proper number of meals served at the right times and ensuring quality services is as

important as serving high-quality food.

The food service team provides meals in as many as three dining halls across the CDP campus, as well as serving snacks for select courses and keeping drinks stocked in the

breakroom coolers at facilities.

"There are 34 hourly personnel, three managers and David Talley, from ADRS," said Kelley. "These hourly employees cover shifts from 1 a.m. to 10 p.m. while preparing, serving and cleaning up after more than 1,200 meals."

Despite the space constraints, the kitchen runs very smoothly, added Kelley. Handling the large number of students and staff that come through the dining hall every day is a challenge met with eagerness.

Rosa Montgomery, third-shift lead, works to prepare breakfast along with the rest of her night crew. Having a positive attitude and team work is essential in completing the task. Montgomery is famous at CDP for how she prepares her collard greens.

"I smile all of the time and that is the way it should be," said Montgomery. "Everything should be positive. Without my team, I would



Tammy Truss prepares spaghetti for lunch.

not be able to do this. We work together as a team and we get the job done.”

Maintaining a positive attitude is not a challenge for the staff. The majority of trials come from a time-oriented schedule. Collaborating and planning is essential to maintain a professional kitchen and making sure the Sodexo team takes care of the students and staff.

“I tell my people every day that we don’t have challenges, but opportunities to excel,” said Kelley. “But, sometimes with large numbers of students and a small kitchen, the challenge is food on time. I am proud to say we have never been late.”

The kitchen moves more than 20,000 bottles of water; and prepares more than 24,000 eggs; and 2,000 pounds of chicken each month.

There are also team members that work outside the normal kitchen to provide food service to students.



Brian Jones stirs the soup of the day.

Rosa and her team will stock the break rooms in the main facility and Tammy Smart is in charge of snacks, box lunches and coolers throughout campus. Smart ensures students have everything they need to maintain health and morale.

Smart also stocks water around campus facilities to keep students hydrated throughout their training.

“I have a timeframe for everything I do,” said Smart. “As soon as I come



Rosa Montgomery (left) and Su Conner prepare for breakfast.

in, I am running. I love being busy. My days fly by and I always have something to do.”

Just as preparing the food and stocking the desserts are important, maintaining a kitchen is equally essential. With hundreds of meals prepared every day, the staff takes pride in a clean, well-organized workspace.

“I am very proud of our clean kitchen,” said Smart, a kitchen staff member for 12 years.

Much of the effort in sustaining a professional kitchen stems from the excitement and pride of the staff.

“I love to cook and I love to hear positive feedback from people that have tasted my food,” said Montgomery. “I work nights so it’s great to hear from my coworkers when students compliment my collard greens or beans.”

For the students that come through the CDP, meals are important. The meals set the tone of morale and give the students the energy needed to perform well in difficult training. Of course, everyone knows the importance of starting the day with a good breakfast.

“Breakfast is an important meal for everybody,” said Montgomery. “The students have to go to class and

complete tasks throughout the day. They need to be well fed to complete everything.”

“As the words ‘food service’ imply, we provide food and service, but it is much more than that. Good food and a pleasant atmosphere are conducive to good training, which begins with quality products prepared by knowledgeable people, the proper way, and served with Southern hospitality.”

“Good customer service is everything,” said Kelley. “Of course, good quality food is of the utmost importance but good customer service makes it. Our motto is ‘Making every day a better day’.”



Brenda Elston prepares salads for lunch.

WHAT IS YOUR FAVORITE SUMMER ACTIVITY?



"I love to work in my vegetable and flower garden because it is therapeutic."

Kelly Wells
Personnel Security
Specialist, FEMA

"Kayaking because I am not an outside girl and it was the first time I went outside my comfort zone and I loved it."



Jamie Green
Materials Coordinator
Specialist, SAIC



"Swimming. I love to go to Orange Beach and mingle with the people."

Gary Williams
Housekeeper,
HME

"Barbequeing and four-wheeling because it is something I have always done with my family."



Sandy Smith
Recruiter, FEMA
Corps



"Riding my motorcycle because when the weather is nice I just feel free."

Mark Mitchell
Instructional Systems
Specialist, FEMA

"I am a beach person because I love relaxation."



Kevin Hamrick
Registrar Clerk,
Apprio