

<b>POLICY TITLE: FOOD SERVICE MANAGEMENT, GENERAL</b>		<b>PAGE <u>1</u> OF <u>11</u></b>
<b>POLICY NUMBER: 16.1</b>		
<b>CHAPTER 16: FOOD SERVICE MANAGEMENT</b>		
	<b>STATE of MAINE</b> <b>DEPARTMENT OF CORRECTIONS</b>  <b>Approved by Commissioner:</b> 	<b>PROFESSIONAL STANDARDS</b>  <b>See Section VII</b>
<b>EFFECTIVE DATE:</b> February 1, 2002	<b>LATEST REVISION:</b> August 1, 2017	<b>CHECK ONLY IF</b> APA [    ]

### I. **AUTHORITY**

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A, M.R.S.A., Section 1403.

### II. **APPLICABILITY**

All Departmental Adult Facilities

### III. **POLICY**

It is the policy of the Department of Corrections that each facility establishes a food service area or provides written verification that an outside provider is complying with all state and local regulations regarding food service. Each facility shall establish practices to govern and control the use of food service tools and utensils.

Each facility that establishes a food service area shall include space for food preparation, based on population size, type of food preparation and methods of meal service. The facility shall also ensure adequate space for the serving of meals and for group dining, which shall allow each prisoner a minimum of twenty (20) minutes to consume each meal from the time it is served or the meal is delivered to the prisoner (for reasons of safety or security).

All staff, contractors, and prisoner workers who work in the food service area shall be trained in the use of food service equipment and in the safety procedures to be followed in the food service area.

Each facility's kitchen, dining and food storage areas shall be clean, properly ventilated and furnished. The food service area shall be supervised by a full-time staff member who is experienced in food service management.

Each facility's food service area and all equipment shall meet established governmental health, safety and sanitation codes. Corrective action shall be taken on any deficiencies.

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**V. ATTACHMENTS**

None

**VI. PROCEDURES**

**Procedure A: Food Service Management, General**

1. At each adult facility, food service management shall conform to all applicable standards, laws and regulations, and guidelines pertaining to the Department’s goals for safety, health, sanitation, and security.
2. Operating procedures at each facility shall include information and instructions to appropriate staff that shall ensure compliance with the Department’s policies and procedures pertaining to food service management.
3. Each facility shall provide adequate health protection for all prisoners and staff in the facility and other persons working in food service including, but not limited to, the following:
  - a. All persons involved with the preparation of food shall receive a pre-assignment medical examination and periodic reexaminations to ensure freedom from illnesses transmissible by food or utensils (e.g., diarrhea, skin infections). Examinations shall be conducted in accordance with state requirements.
  - b. Restrooms with wash basins shall be available in the vicinity of the food preparation area and all food handlers shall be instructed to wash their hands upon reporting to duty and after using toilet facilities.
  - c. Prisoners and other persons working in food service shall be monitored each day for health and cleanliness by the Food Service Manager, or other designated food service supervisory staff.
4. At each facility, the Food Service Manager, or other designated food service supervisory staff, shall be responsible for ensuring the following activities and tasks related to food service operations are accomplished:
  - a. plan, organize, direct, and evaluate food service operations;
  - b. manage fiscal resources, including budgeting, purchasing and cost accounting systems for food service operations;

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- c. maintain an accurate system for inventory control and delivery of food products, culinary equipment, and supplies;
  - d. implement an inspection system for maintaining compliance with all established safety, sanitation and security policies, procedures and post orders governing food service operations, to include initiating and documenting requests for external inspections, etc;
  - e. provide meals for prisoners that meet applicable standards for nutritional adequacy and quality;
  - f. provide meals that are served under conditions that minimize regimentation, though prisoner dining facilities shall be directly supervised by staff;
  - g. consult with the Deputy Chief Administrative Officer, or designee, and Maintenance Supervisor, to determine tool and equipment needs and storage requirements;
  - h. participate in all appropriate meetings and reviews as necessary to achieve improvements to food service, including planning and design meetings;
  - i. provide training and skill development for prisoner food service workers, in conjunction with the administration of programs and services;
  - j. provide and/or arrange for supervision and training of subordinate food service staff to ensure all food service functions are properly managed;
  - k. maintain the capability necessary to respond appropriately during critical incidents including, but not limited to, making provisions for meals and food supplies;
  - l. ensure the implementation of established energy conservation procedures in food service areas; and
  - m. monitor and ensure methods of food preparation meet or exceed standards and that consideration is given to food flavor, texture, temperature, appearance, and palatability.
5. Each facility's Food Service Manager, or other designated food service supervisory staff, shall take the appropriate steps to obtain and maintain any necessary licensure.
6. Designated security staff and other correctional staff assigned to the food service area shall be responsible for performing appropriate security functions consistent with Department policy and procedures and facility post orders and operating procedures. Duties and responsibilities for staff assigned to provide security in food service operations include, but are not limited to:
- a. performing the appropriate search of prisoner food service workers entering and exiting the food service area, in accordance with the facility search plan and procedures related to prisoner movement and control of contraband;
  - b. notifying the appropriate supervisor when problems arise involving unaccounted for culinary sharps and other tools and equipment as

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described in Policy (AF) 14.22, Tool and Equipment Control, General Guidelines;

- c. supervising prisoners; and
  - d. reporting maintenance, safety, and security problems to appropriate staff.
7. At each facility, food service staff meetings shall be held periodically, as necessary, to review food service issues. Minutes of each meeting shall be maintained.
  8. The Food Service Manager, or other designated food service supervisory staff, shall conduct quarterly reviews to verify the facility's adherence to the recommended nutritional dietary standards approved by the facility dietitian or nutritionist.
  9. Staff shall supervise whenever food is being transported from one area of the facility to another or from one facility to another in order to ensure food is protected from cross-contamination and tampering. During transportation, food shall be protected by covered containers, wrappings or packaging to prevent contamination, consistent with applicable standards. All food shall be maintained within the appropriate temperature range, in accordance with applicable standards.
  10. At least one (1) staff member shall be providing direct supervision of the kitchen during hours of operation and of the prisoner food serving line during service of meals.

**Procedure B: Food Service Records**

1. At each facility, the Food Service Manager, or other designated food service supervisory staff, shall ensure all food service records are organized, maintained and stored in a secure location for seven (7) years, after which they may be destroyed.
2. The Food Service Manager, or other designated food service supervisory staff, shall develop and maintain, in a secure location, a manual covering all food service operations. At a minimum, the food service operations manual shall consist of the following:
  - a. department policies and procedures related to food service management;
  - b. appropriate post orders;
  - c. current copies of appropriate state laws and regulations that apply to various aspects of the facility's food service operation;
  - d. current copies of the semi-annual master and as-served menus and master recipes for all types of diets provided at the facility;
  - e. specific requirements for methods of food preparation, transportation, storage, and service;
  - f. emergency plans pertaining to food service operations;

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- g. requirements and provisions for safety, health, sanitation, and security inspections; and
  - h. tool and equipment control plan for food service areas, including a current list of all culinary sharps and other tools and equipment, as described in Policy (AF) 14.22, Tool and Equipment Control, General Guidelines.
3. The Food Service Manager, or other designated food service supervisory staff, shall maintain daily documentation on the following:
- a. actual food items served (production sheet);
  - b. supplies removed from storage;
  - c. prisoner food preferences, as determined by observation of consumption and waste; and
  - d. total figures for prisoners, staff, and others for whom meals were prepared and served, including ghost trays.

**Procedure C: Food Preparation**

1. At a minimum, the Food Service Manager, or other designated food service supervisory staff, shall ensure appropriate standards of the applicable state regulatory agency are used in food preparation. Requirements include, but are not limited to, the following:
- a. food shall be free of spoilage, filth, or other contamination and must be safe for human consumption. The facility shall only use food that comes from a licensed supplier or government food distribution agency or, if produced at a Departmental facility, is inspected by the appropriate government agency or food service staff;
  - b. food shall be prepared and served using safe and sanitary food handling practices;
  - c. food shall be prepared on food-contact surfaces and with utensils that are clean and appropriately sanitized;
  - d. food-contact surfaces and utensils shall be cleaned and sanitized whenever a change in processing occurs between the following foods:
    - 1) raw beef;
    - 2) raw pork;
    - 3) raw poultry;
    - 4) raw seafood; or
    - 5) raw foods to ready-to-eat foods;
  - e. salads and other ready-to-eat foods shall be separated from raw meat, poultry, and seafood by a barrier or open space to prevent cross-contamination;
  - f. raw fruits and vegetables shall be thoroughly washed with water as appropriate before being cooked or served;
  - g. foods shall be prepared according to the standards for the food product,

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- including, but not limited to, temperature ranges, cooking process, requirements or prohibitions for refrigeration, reheating, storage, etc.;
- h. when provided, self-service food products, e.g. condiments, sauces, dressings, shall be prepared, contained and served in accordance with the applicable standards; and
  - i. ice and ice containers and all methods pertaining to ice dispensing, storage, drainage or transfer using utensils or machines shall be in accordance with applicable standards.
2. The food service staff shall randomly select a prepared tray for each meal that includes the represented menu items for the meal provided to prisoners for food analysis. The ghost tray shall be:
    - a. properly labeled, with the date and time the meal was prepared for meal service, and staff signature;
    - b. refrigerated in a designated secure area and retained for a minimum of seventy-two (72) hours;
    - c. turned over to the appropriate government agency for further analysis when food poisoning is suspected following a prisoner's illness; and
    - d. turned over to the appropriate government agency upon request during inspections.
  3. Meal sampling by designated non-food service staff shall occur in accordance with Department policy and procedures.

**Procedure D: Food Storage and Stock Rotation**

1. At a minimum, each facility shall implement the required laws, regulations, and standards regarding food storage.
2. Food shall be stored in sanitary, temperature controlled storage facilities to prevent spoilage, contamination or damage. Stored shelf goods shall be maintained at 45 to 80 degrees Fahrenheit. Refrigerated foods shall be maintained at between 35 to 40 degrees Fahrenheit. Frozen foods shall be maintained at 0 degrees Fahrenheit or below.
3. The Food Service Manager, or other designated food service supervisory staff, shall arrange for appropriate refrigeration, freezing, use, or disposal of food prior to the stamped expiration date specified by the manufacturer. Documentation of the use of food beyond its expiration date, when it has been appropriately refrigerated or frozen, shall be maintained.
4. Each facility shall use a system for rotating stock that shall include using the stock which is marked or labeled with the oldest manufacturer's recommended expiration dates first.

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**Procedure E: Ordering, Receiving, and Inventorying Goods and Supplies**

1. The Food Service Manager, or other designated food service supervisory staff, shall monitor the ordering, delivery and inventory of all goods and services pertaining to food services.
2. The Food Service Manager, or other designated food service supervisory staff, shall provide information to the Chief Administrative Officer, or designee, pertaining to the food service budget including, but not limited to:
  - a. average food cost per meal;
  - b. other expenditures related to food service;
  - c. trends that might affect costs; and
  - d. credits for food products from the manufacturer or distributor.
3. The Food Service Manager, or other designated food service supervisory staff, shall be responsible for the following:
  - a. purchasing food, supplies, and services at wholesale or other favorable prices and conditions negotiated through the Department's or the facility's contracts with vendors;
  - b. maintaining the inventory of all food, supplies, and culinary sharps and other tools and equipment;
  - c. ensuring all appropriate Department or facility forms pertaining to food service management are used by food service staff; and
  - d. ensuring that any food product in the food service area that might be used in the manufacturing of alcohol beverages, or otherwise abused, is properly secured and monitored.
4. Transfers of expendable food supplies among Departmental facilities are authorized provided such transfers are conducted in accordance with the Department's fiscal management policies.

**Procedure F: Food Service Inspections, Internal and External**

1. The Food Service Manager, or other designated food service supervisory staff, shall coordinate required inspections of food service operations, including but not limited to:
  - a. coordinating inspections by state regulatory agencies as necessary to maintain compliance with applicable legal requirements; and
  - b. assisting the designated facility staff when conducting inspections required by Departmental policies and procedures.
2. The Food Service Manager, or other designated food service supervisory staff, shall ensure, in consultation with the Maintenance Supervisor, the potable water supply and food service waste disposal system are tested as necessary to comply with applicable federal and state laws and regulations.

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3. Daily monitoring of food service workers shall be done to ensure compliance with hygiene requirements.
4. Daily checks shall be made to ensure the temperatures of refrigerators, freezers, dishwasher water, and foods served are consistent with applicable standards/requirements.
5. Weekly inspections of all food service areas, including dining and food preparation areas and equipment, and food storage areas shall be conducted by appropriate administrative, health care and/or food service staff. These inspections shall be documented, reviewed and deficiencies corrected as soon as possible. At a minimum, copies of weekly inspection checklists shall be distributed to the Chief Administrative Officer, or designee.
6. At a minimum, monthly inspections of the facility, to ensure the control of pests and rodents, shall include food service areas. The Food Service Manager, or other designated food service supervisory staff, shall be responsible for arranging for more frequent inspections when necessary to control or eradicate pests and vermin.
7. The Food Service Manager, or other designated food service supervisory staff, shall arrange annual inspections of food service operations by the applicable state regulatory agency.
8. Unscheduled inspections of food service operations may be conducted by designated facility staff, Departmental staff, or outside regulatory agencies to determine compliance with legal and Departmental requirements.
9. Manual and/or automated record keeping systems shall be used to maintain accountability for tracking all internal and external inspections.

**Procedure G: Daily Cleaning and Sanitation Plan**

1. All food service areas shall be included in the daily inspections by the Shift Commander, or other supervisory staff designated by the Chief Administrative Officer. Documentation shall be maintained of daily inspections of these areas.
2. Prisoners assigned to work in food service areas shall be trained by food service staff in the use of equipment and safety and sanitation requirements prior to performing food service work. Training and orientation of food service workers, at a minimum, shall include the following:
  - a. personal hygiene requirements;
  - b. rules for the food service area, including any restrictions on access to specific locations, tools or equipment;
  - c. responsibilities during emergencies, including evacuations;
  - d. use of all equipment which the prisoner is authorized to use; and
  - e. individual duties and responsibilities regarding the cleaning and sanitation

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plan, food preparation, meal service, food transportation, etc.

3. Appropriate documentation of training shall be properly maintained and updated as necessary.
4. The Food Service Manager, or other designated food service supervisory staff, shall ensure trash and garbage are removed from food preparation and storage areas to the appropriate trash or garbage removal area. Only trained food service staff may operate a trash compactor. At facilities where prisoners are used in the removal of trash or garbage from the food service areas to the appropriate removal area, staff shall directly supervise the prisoners. Trash and garbage removal areas shall be cleaned and sanitized according to the facility's sanitation plan.

## VII. PROFESSIONAL STANDARDS

### ACA:

- ACI - 4-4158** Dining space should be large enough for meals to be served, affording each inmate the opportunity to have at least 20 minutes of dining time for each meal.
- ACI - 4-4159** The food preparation area includes a space for food preparation based on population size, type of food preparation, and methods of meal service.
- ACI - 4-4160** There are sanitary, temperature-controlled facilities for storage of all foods.
- ACI - 4-4161** Toilet and wash basin facilities are available to food service personnel and inmates in the vicinity of the food preparation area.
- ACI - 4-4313** Food service operations are supervised by a full-time staff member who is experienced in food service management.
- ACI - 4-4314** Written policy, procedure, and practice specify the food service budgeting, purchasing, and accounting practices, including but not limited to the following systems:
- food expenditure cost accounting designed to determine cost per meal per inmate
  - estimation of food service requirements
  - purchase of supplies at wholesale and other favorable prices and conditions, when possible
  - determination of and responsiveness to inmate eating preferences
  - refrigeration of food, with specific storage periods
- ACI - 4-4315** Written policy, procedure, and practice require that accurate records are maintained of all meals served.
- ACI - 4-4321** (MANDATORY) There is documentation by an independent, outside source that food service facilities and equipment meet established governmental health and safety codes; corrective action is taken on deficiencies, if any.

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<b>ACI – 4-4321-1</b>	<b>All staff, contractors, and inmate workers who work in the food service department are trained in the use of food service equipment and in the safety procedures to be followed in the food service department.</b>
<b>ACI - 4-4322</b>	<p><b>(MANDATORY) Written policy, procedure, and practice provide for adequate health protection for all inmates and staff in the institution, and inmates and other persons working in the food service, including the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Where required by the laws and/or regulations applicable to food service employees in the community where the facility is located, all persons involved in the preparation of food receive a pre-assignment medical examination and periodic reexaminations to ensure freedom from diarrhea, skin infections, and other illnesses transmissible by food or utensils; all examinations are conducted in accordance with local requirements.</b></li> <li>• <b>When the institution's food services are provided by an outside agency or individual, the institution has written verification that the outside provider complies with the state and local regulations regarding food service.</b></li> <li>• <b>All food handlers are instructed to wash their hands upon reporting to duty and after using toilet facilities.</b></li> <li>• <b>Inmates and other persons working in food service are monitored each day for health and cleanliness by the director of food services (or designee).</b></li> </ul>
<b>ACI - 4-4323</b>	<b>When required by statute, food products that are grown or produced within the system are inspected and approved by the appropriate government agency, there is a distribution system that ensures prompt delivery of foodstuffs to institution kitchens.</b>
<b>ACI - 4-4324</b>	<b>(MANDATORY) Written policy, procedure, and practice require weekly inspections of all food service areas, including dining and food preparation areas and equipment, by administrative, medical, or dietary personnel; these may include the person supervising food service operations or his/her designee. Refrigerator and water temperatures are checked daily by administrative, medical, or dietary personnel.</b>
<b>ACI - 4-4325</b>	<b>Written policy, procedure, and practice provide that stored shelf goods are maintained at 45 degrees to 80 degrees Fahrenheit, refrigerated foods at 35 degrees to 40 degrees Fahrenheit, and frozen foods at 0 degrees Fahrenheit or below, unless national or state health codes specify otherwise.</b>
<b>ACI - 4-4326</b>	<b>Written policy, procedure, and practice provide that meals are served under conditions that minimize regimentation, although there should be direct supervision by staff members.</b>
<b>ACI - 4-4327</b>	<b>Space is provided for group dining except when security or safety considerations justify otherwise.</b>
<b>ACI - 4-4330</b>	<b>(MANDATORY) The institution's potable water source and supply, whether owned and operated by the public water department or the institution, is certified by an independent, outside source to be in compliance with jurisdictional laws and regulations.</b>

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- 4-ACRS-1A-03** Sanitation and safety inspections are conducted weekly. Inspection results are reviewed and deficiencies are corrected.
- 4-ACRS-4A-04** (MANDATORY) Food service staff comply with all sanitation and health codes enacted by the state or local authorities.
- 4-ACRS-4A-04-1** All staff, contractors, and inmate workers who work in the food service department are trained in the use of food service equipment and in the safety procedures to be followed in the food service department.
- 4-ACRS-4A-05** Adequate space is provided for food preparation and service, and for an eating area and seating for all who dine at the same time.
- 4-ACRS-4A-06** When the facility has a kitchen, dining or food storage areas, they are properly ventilated, properly furnished, and clean.
- 4-ACRS-4A-07** Food service practices provide for the following:
- Weekly inspection of all food service areas, including dining and food preparation areas and equipment
  - Sanitary, temperature-controlled storage facilities for all foods
  - Daily checks of refrigerator and water temperatures
- 4-ACRS-4A-08** Toilet and washbasin facilities are available to food service personnel and offenders in close proximity to the food preparation area.

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