I. AUTHORITY

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

II. APPLICABILITY

All Departmental Juvenile Facilities

III. POLICY

It is the policy of the Department of Corrections that each facility establish a structured approach for meal service delivery that is designed to promote efficiency while enhancing the working and living conditions for residents and staff.

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V. ATTACHMENTS

None

VI. PROCEDURES:

Procedure A: Meal Service Operations, General
1. At each juvenile facility, the Deputy Superintendent of Support Services, or designee, shall ensure the Department’s policies and procedures pertaining to the management of meal service operations are implemented.

2. Meals shall not be varied unless the Deputy Superintendent of Support Services, or designee, approves changes. Variations in meal service are authorized on weekends, holidays, or during emergencies consistent with food service demands and provided all meals meet the appropriate nutritional dietary allowance goals for residents assigned to the facility.

3. Facility self-service salad bar(s), (if provided), shall include food items that meet or exceed the nutritional requirements recommended by the dietician. Salad bars shall be replenished as necessary to maintain sufficient amounts of food items from the recommended food groups. Food service staff shall be responsible for ensuring self-service salad bars are operated and used under sanitary conditions, (e.g., sneeze guards, etc.).

4. The Deputy Superintendent of Support Services may approve special meals for housing units in conjunction with incentives provided to residents for exceeding standards (e.g., in preparing for weekly walk-through inspections by the facility’s administrative staff, special events, sporting events/contests, etc.).

5. Documentation of special meals provided in conjunction with weekly housing inspections and/or certain programs shall be maintained by the Food Service Manager.

6. Food (including Commissary food products) shall not be used as a reward for a resident’s participation in administrative proceedings, investigations, or any other purpose not approved by the Deputy Superintendent of Support Services. The resident handbook and unit plans shall provide information to residents regarding all incentives involving food.

7. Residents shall not be denied food for disciplinary reasons.

8. Residents are permitted to refuse any food prepared or served to them. Staff shall maintain log documentation and make appropriate referrals when a resident refuses food, consistent with the recommendations of the health care staff and/or post orders.

9. Thermal trays shall be available at each facility and may be used when necessary to provide meals to residents at the required food temperatures. Meals may be served using trays upon request of the Medical Director, or mental health staff, consistent with specific clinical concerns involving the resident. Trays may also be used based on sanitation and health considerations, e.g., broken dishwasher, etc.
10. The Food Service Manager, or designee, shall be responsible for ensuring food service staff and all residents assigned to food service areas perform their duties and responsibilities consistent with applicable policies and procedures regarding safety, health and sanitation.

11. Food service personnel and other facility staff shall be assigned to monitor conditions and practices that may pose a health or safety hazard during meal service operations, including spillage, worker’s responsibilities for wearing hairnets, gloves, etc. Residents assigned to perform food service duties and other tasks shall be responsible for the cleanup of any unintentional spillage of food or drink occurring during meal service.

12. Residents assigned to work in the kitchen and other food service areas shall consume their meals in the designated dining area consistent with the established schedule for such activity. A designated Juvenile Program Specialist/Worker shall provide supervision of kitchen workers during meal service, consistent with post orders.

13. The Food Service Manager shall be responsible for ensuring a sufficient number of meals are prepared to serve all residents assigned to the facility, regardless of the dynamics of other facility operations that may affect the reported totals of meals needed, e.g., intakes.

14. Housing Unit Officers and other appropriate staff are responsible for ensuring that resident counts for meals are accurately reported to minimize waste and contain costs. The Food Service Manager shall be assigned to monitor whether the resident counts reported and/or meals delivered are appropriate and correct.

15. The Food Service Manager, or designee, shall coordinate with staff to ensure meals are available for residents when they are not present for meals in the designated dining areas or housing pods. The Food Service Manager, or designee, shall confirm the total number of meals required for residents out of the facility during meal service. Arrangements for meal service for residents involved in scheduled and unscheduled programs and appointments outside the facility include but are not limited to:

   a. Work and educational release;
   b. Community work crews;
   c. Medical appointments, excluding hospitalization;
   d. Court;
   e. Transports; and
   f. Involvement in an incident, (e.g., physical altercation, receiving medical treatment where the meal is delayed or disrupted prior to or during meal service, etc.).

16. Staff shall ensure there is sufficient seating and tables in the dining areas for all

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residents during each meal. When residents are served meals in their assigned housing pod, sufficient seating and tables shall be available in the dayroom cell/room.

17. Staff assigned to monitor meal service operations shall be responsible for ensuring food carts or trays do not block or restrict access through any door, e.g., evacuation routes. Food carts with undelivered food shall not be left unattended.

18. The Food Service Manager, or designee, shall maintain records indicating the following:

   a. Total number of residents served;
   b. Total number of residents receiving special medical diet meals; and
   c. Total number of residents receiving special diets for religious reasons.

19. All meals shall be served under direct supervision of staff.

20. At a minimum, additional logs, logbook and/or other methods of documentation regarding meal service operations shall include, but is not limited to, the following:

   a. Resident’s refusal of any food items for prepared meals where a special diet is involved;
   b. Substitution of menu items or meals, including alternative meal service for health and safety hazards posed by a resident’s actions.
   c. Time the meal is served or trays are delivered to a housing pod/unit; and
   d. Number of trays received, number of meals served or returned during each meal period.

21. During emergencies, planned lockdowns and other security considerations, the Deputy Superintendent of Support Services may authorize and vary meal service requirements for residents, regardless of whether they are classified as general population. Documentation of emergency meal service operations shall be included in appropriate written reports and/or Post Logbooks.

22. The Food Service Manager shall be responsible for arranging for emergency meal service, consistent with the orders of the Juvenile Facility Operations Supervisor, or designee.

23. When meals are transported to housing areas, the food shall be protected from contamination. Culinary equipment or trays used in the transportation of food must keep the food at or within acceptable temperature ranges.
Procedure B: General Population Housing Meal Service

1. Residents assigned to general population housing shall receive meal service in the designated dining area, consistent with security and safety considerations and facility and unit activity schedules.

2. Residents shall receive the appropriate meal, consistent with special diet requirements prescribed by medical staff (e.g.: double portions of certain food items for pregnant residents).

3. Each facility’s Medical Director, or designee, shall determine the appropriate course of action to be taken for the following:
   a. Resident’s refusal of food or liquids, including a declared hunger strike;
   b. Resident’s refusal of food or liquids involving prescribed medications, including medication strikes declared by the resident;
   c. Staff observations and reports to the medical staff regarding a resident’s intake of food and liquids and/or other behaviors associated with a resident’s refusal of food;
   d. Resident’s violation of an approved special therapeutic diet;
   e. Resident’s disability that affects the intake of food or liquid; and
   f. Any other resident’s special medical needs involving meals or meal service, including special orders prescribed by the dentist or a physician.

4. When medical personnel are required to assist in feeding or aiding a resident with certain medical conditions in the consumption of meals, only those personnel who are appropriately qualified shall perform such duties.

Procedure C: Special Housing Meal Service

1. Each facility shall ensure that residents assigned to special housing are provided meal service consistent with applicable legal requirements and professional standards.

2. The Food Service Manager shall be responsible for ensuring meal service for residents assigned to special housing conforms with the facility activity schedule and the facility’s requirements that the meals meet all dietary requirements.

3. Special housing meal service shall include the following:
   a. Medical Unit/Infirmary Housing (including medical isolation housing); and
   b. Special Management Unit

4. Appropriate post orders regarding meal service in special housing areas shall include the following provisions for staff duties and responsibilities:

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a. Requirements for the method of delivering food carts to the special housing unit,

b. Requirements for special housing staff to search all food carts and containers moving in and out of the special housing units,

c. Staff responsibilities for:

   1) Giving accurate counts to the kitchen,

   2) Reporting discrepancies in the tray counts to the Food Service Manager, or designee.

d. Tasks or steps involved in collecting and accounting of trays and utensils from the special housing pod/unit after the dining period has elapsed,

e. Supervision of residents when distributing and/or receiving trays or other containers, including the return of such items, return of residents from the dayroom to their assigned cells, method of stacking trays, preparing for counts following meals, etc.,

f. Provisions for how residents on time-out status are to be served their meals,

g. Provisions for clean-up and waste disposal following meal service operations consistent with sanitation and hygiene responsibilities,

h. Provisions for staff observations of residents during meal service to identify injuries or other unusual problems.

5. Food service staff, for identification purposes, may label special diet trays served to residents in special housing. The Juvenile Program Specialist/Worker shall verify the identity of each resident approved for a special diet and ensure the resident receives the correct special diet tray.

Procedure D: Other Meal Service Procedures and Responsibilities

1. At a minimum, post orders shall provide information and instruction to staff regarding the following duties and responsibilities associated with resident dining:

   a. Provide escort to the dining hall, where appropriate or required;

   b. Serve as an example for appropriate behavior and manners during meals;
c. Supervise and monitor resident behavior during dining, including enforcing expectations, reporting or documenting observations of meal consumption when requested by medical personnel;

d. Conduct counts of residents to maintain accountability for their whereabouts at all times, including verifying a resident’s location;

e. Notify medical personnel when residents violate or cannot comply with special diet meal prescriptions and/or other special orders related to food or liquid intake;

f. Maintain appropriate documentation pertaining to resident dining and meal service in the appropriate logbook, reports or information system; and

g. Assist the food service staff in the resolution of discrepancies and complaints related to meals, meal service, and dining.

2. Residents are not permitted to carry food from the dining area back into the housing unit.

3. The intercom system may be used to inform and instruct residents regarding their meal service, responsibilities, and schedules for dining, etc.

4. The facility shall develop emergency plans to address staff responsibilities when providing meals to residents under emergency conditions. Where possible and appropriate, the emergency meal service plan shall include the following:

   a. Provisions for compliance with all applicable rules, regulations and standards regarding recommended dietary allowances, regardless of variations;

   b. Compliance with applicable state and local regulations and/or professional standards regarding food preparation, service, delivery, safety, sanitation and health;

   c. Provisions for verifying compliance when meals being served to residents has been obtained from an outside food service establishment or contracted service provider;

   d. Meals shall be served under the supervision of staff;

   e. Provisions for three (3) meals within a 24-hour period, with two (2) meals served hot, unless the Deputy Superintendent of Support Services, or designee, approves a change;
f. Provisions for no more than fourteen (14) hours between the evening meal and breakfast meal unless the Deputy Superintendent of Support Services, or designee, authorizes a delay in meal service for safety and security reasons presented by the emergency conditions;

g. Provisions indicating communication and consultation with the facility’s medical staff, Chaplain or other appropriate staff regarding special diets for residents, particularly when food service records located in the kitchen area are not accessible due to emergency conditions;

h. Provisions for maintaining documentation of all costs associated with food service operations when the emergency meal service plan is implemented;

i. Provisions for food service staff to complete and submit written reports, maintain a logbook or other official documentation and participate in critical incident reviews and stress debriefings consistent with facility policies and procedures; and

j. Provisions indicating the food service staff shall implement the facility’s emergency meal service plan upon direction from the Superintendent, or designee.

Procedure E: Staff Dining

1. The Food Service Manager, or designee, shall be responsible for providing meals for staff, consistent with the current regulations by the Department of Administrative and Financial Services.

2. The Food Service Manager shall maintain documentation of the total number of meals served to staff. With the exception of special occasions approved by the Deputy Superintendent of Support Services, staff meals shall be the same as those served to the resident general population to include nutritional value, quality, portion size, etc.

3. Staff shall consume all facility-prepared meals in the designated dining area, unless an exception is authorized, e.g. during emergencies. The Juvenile Facility Operations Supervisor shall ensure that staff resources allow for proper supervision of residents in the dining area and that no more than two (2) staff are per table with residents.

4. Staff shall be responsible for using the established system to purchase meals when required by appropriate regulations or collective bargaining agreements. The Food Service Manager shall maintain accountability for all meal tickets received from staff meal service.
5. Arrangements shall be made with the Deputy Superintendent of Support Services, or designee, when meals for official visitors or volunteers are requested.

6. Staff shall provide advance notice to the Deputy Superintendent of Support Services when special meal arrangements are required for staff, volunteers or visitors.

7. Staff shall not take food or culinary implements from the dining area into resident housing areas unless authorized.

8. Staff shall not consume food in housing areas unless medically dictated and/or unless residents are required to consume food in housing areas.

VII. PROFESSIONAL STANDARDS:

ACA:

4-JCF-3B-05  Food, including snacks, is not withheld, nor is the established menu varied, as a disciplinary sanction.

4-JCF-4A-05  The food service plan provides for a single menu for staff and juveniles.

4-JCF-4A-08  Accurate records are maintained of all meals served. At least three meals, of which two are hot, are provided at regular times during each 24-hour period with no more than 14 hours between the evening meal and breakfast. Each juvenile has the opportunity to have at least 20 minutes of dining time for each meal.

4-JCF-4A-09  Juveniles are supervised by staff members during served meals.

4-JCF-4A-10  (MANDATORY) Food service employees comply with all applicable sanitation and health codes promulgated by federal, state, and local authorities. Health protection for all juveniles and staff in the facility and juveniles and other persons working in food service shall include the following:

1. All persons involved in the preparation of food receive a pre-assignment health examination and periodic reexaminations to ensure freedom from illnesses transmittable by food or utensils.

2. All food handlers are instructed to wash their hands upon reporting to duty and after using toilet facilities.

3. The food service manager or designee monitors juveniles and other persons working in food service each day for health and cleanliness.