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 food service area or provide written verification that an outside provider is complying with all state and local regulations regarding food service.

Each facility that establishes a food service area, shall include space for food preparation and service, based on population size, type of food preparation and methods of meal service, at each facility to provide nutritious meals for all residents.

All staff, contractors, and residents that work in the food service area are trained in the use of food service equipment and in the safety procedures to be followed in the food service area.

Each facility’s food service area and all equipment shall meet established governmental health and safety codes and corrective action shall be taken on any deficiencies.

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Procedure A: Food Service Management, General

1. Food service administration, management and operations shall conform to all applicable compliance standards, rules and regulations, and guidelines pertaining to the facility’s goals for health, safety, sanitation, and security.

2. Post orders at each facility shall include information and instructions to appropriate staff to facilitate implementation of the policies and procedures pertaining to Food Service Management.

3. The Food Service Manager shall be responsible to ensure the following activities and tasks related to food service operations are accomplished:

   a. Plan, organize, control, direct and evaluate food service operations;

   b. Manage fiscal resources, including all aspects of budgeting, purchasing and cost accounting systems for food service operations, in conjunction with Business Office Staff;

   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 residents that meet applicable standards for nutritional adequacy and quality;

   f. Participate in all appropriate meetings and reviews as necessary to achieve improvements to food service areas, including planning and design meetings;
g. Provide training and skill development for residents in conjunction with the administration of programs and services;

h. Prepare, distribute and post a work schedule for all food service staff members. Except in emergencies, changes to the posted work schedule require prior approval by the Food Service Manager, or designee;

i. Provide and/or arrange for supervision and training of subordinate food service staff to ensure all food service functions are properly managed;

j. Ensure food service staff and areas maintain the readiness capability necessary to respond appropriately during emergencies, including but not limited to making provisions for meals and emergency food supplies, availability and location of first aid kits and personal protective equipment, etc.;

k. Ensure the implementation of established energy conservation procedures in food service areas; and

l. Monitor and ensure the methods of food preparation meet or exceed standards, including aesthetic values for variety, texture, flavor, palatability and nutrition.

4. The designated Juvenile Program Specialist/Worker assigned to the food service area shall be responsible for performing appropriate security functions consistent with facility policy, procedures and facility post orders. Duties and responsibilities for staff assigned to provide security in food service operations include, but are not limited to:

   a. Perform the appropriate search of resident Food Service Workers entering and exiting the area, in accordance with the facility search plan and post orders related to resident movement and control of contraband.

   b. Notify the appropriate Juvenile Facility Operations Supervisor when problems arise involving unaccounted for culinary equipment/implements.

   c. Maintain required documentation in a manner consistent with post orders.

   d. Report maintenance, safety, and security problems to the Food Service Manager, including maintenance problems that require submission of a work order request.
5. Food Service staff meetings shall be held on an as needed basis. Minutes of each meeting shall be maintained and, where appropriate, shall include the topics of discussion, key decisions, plans of action, unresolved issues, names of staff responsible for follow-up action, and estimated time frames for completion of assigned tasks. The meeting shall serve the following purposes:

   a. Establish and maintain appropriate channels of communication related to the delivery of services;

   b. Address concerns and issues related to other facility operations that are affected by food service operations;

   c. Report and document progress on deficiencies cited during health, sanitation, safety, and security inspections, including internal and external inspections; and

   d. Address accident prevention issues.

6. The Food Service Manager shall conduct quarterly meetings to verify the facility’s adherence to the recommended nutritional dietary standards approved by the dietitian and discuss other food service issues. The Food Service Manager shall determine the agenda for each of these quarterly meetings. At a minimum, the meetings shall include discussion of the following:

   a. Review of the facility master menu, supplements, and changes;

   b. Provide updates on food service operations;

   c. Report on training and education provided in the food service area; and

   d. Other issues as determined by the Food Service Manager, facility Medical Director or the Deputy Superintendent of Support Services.

7. Staff supervision is required whenever food is being delivered or transported from one area of the facility to another.

8. Food shall be protected from cross-contamination during its delivery and transport. All food shall be maintained within the appropriate temperature range in accordance with applicable quality standards.

9. During transportation, food and food utensils shall be protected in covered containers, wrappings or packaging to prevent contamination consistent with applicable quality standards.

10. Food service staff shall be issued a facility identification device (e.g., card, badge,
etc). Food service staff shall enter the facility from the designated point for staff entry unless otherwise authorized by the Deputy Superintendent of Support Services.

11. If keys and personal alarm system devices are issued to food service staff from Central Control, the keys and devices shall be returned to Central Control at the end of the staff member’s workday.

12. At least one (1) food service staff member shall be present in the following areas during hours of food service activities:
   a. Kitchen - during hours of operation; and
   b. Resident food serving line during preparation and service of meals.

13. Food Service staff shall inform the Juvenile Program Specialist/Worker and complete written incident reports when they observe conditions or conduct of residents involving health, safety or security violations of facility rules and regulations. Written incident reports submitted by Food Service staff are used to initiate disciplinary actions.

14. Each facility shall implement the Department’s policies and procedures prohibiting discrimination on the basis of a resident’s disability in all food service management operations, including work force assignments.

Procedure B: Food Service Records

1. The Food Service Manager shall ensure all food service records are organized, maintained and stored in a safe location for the period prescribed by facility policy and/or applicable regulatory guidelines.

2. The Food Service Manager 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. Departmental policies and procedures related to food service management;
   b. Appropriate post orders;
   c. Current copies of appropriate federal, state and local codes, rules and regulations and guidelines that apply to various aspects of the facility’s food service operation;
   d. Applicable food service management and dietary standards of the American Correctional Association and the National Commission on Correctional Health Care, Federal School Hot Lunch Program;
e. Appendices or attachments that include current copies of the master and modified menus and master recipes for all types of diets provided at the facility;

f. Specific requirements for methods of food preparation, production, storage, service, and transportation;

g. Emergency plans pertaining to food service operations, including the emergency meal service plan, notification lists, hazardous materials control plans, staging areas, etc.

h. Requirements and provisions for health, safety, sanitation, and security inspections, and

i. Tool and equipment control plan for food service areas, including a current list of all culinary machines and equipment.

3. In addition to the records on meals prepared and served, the Food Service Manager, or designee, shall maintain daily documentation on the following to assist in ordering goods and supplies:

   a. Actual food items served;

   b. Amounts of food waste by portion, volume or poundage;

   c. Supplies removed from the storage area warehouse;

   d. Resident food preferences; and

   e. Total figures for resident, staff, and visitors for whom meals were prepared or served, including ghost trays. See Procedure D. #3.

**Procedure C: Culinary Equipment**

1. The following requirements regarding culinary equipment shall apply to facilities:

   a. Hand-held culinary equipment/implements shall be stored in the secured storage room in the kitchen;

   b. Shadow boards for hand-held culinary equipment shall be established and maintained in an appropriate and easily visible location;

   c. The designated food service supervisor shall inventory all shadow board items upon arrival at the post before each shift of residents departs the area.
and during shift change activities. Documentation of all shadow board checks shall be maintained in the post logbook;

d. Food Service staff shall be responsible for issuing all culinary equipment/implements to residents. The Culinary Utensil Log Sheet shall be used for the removal and return of all culinary implements and the following information shall be recorded:

1) Date;
2) Time;
3) Item type and quantity; and
4) Initials and identification number of the individual issuing the item(s).

e. The facility’s system for labeling, marking and classifying tools and equipment shall be used;

f. All cooking knives, cleavers, blades, sharpening devices, and meat prongs shall be stored in a secure locker or cabinets when not issued. These items are logged in and out by an authorized staff member consistent with the facility’s tool and equipment control procedures.

g. Missing or broken culinary tools, equipment or implements shall be reported immediately to the Food Service Manager; who shall notify the on duty Juvenile Facility Operations Supervisor.

h. Personal searches and shakedowns for missing culinary tools, equipment, or other property shall be conducted in accordance with Department policies and procedures and facility search plans.

i. Culinary equipment and utensils are cleaned, sanitized, dried and maintained in a manner consistent with applicable rules and regulations for compliance.

Procedure D: Food Preparation

1. The Food Service Manager shall be responsible for ensuring all food used by the facility has been prepared under the appropriate conditions necessary for the facility or food service operations to maintain licensure and/or certification.

2. At a minimum, the Food Service Manager shall ensure appropriate quality standards and guidelines of the applicable federal, state, and local regulatory agencies are used in food preparation when required for compliance. Compliance 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 is prepared by a licensed establishment;

b. Food obtained from outside sources must comply with all laws and regulations pertaining to their procurement, safety, and food product labeling;

c. Milk and milk products meet or exceed quality standards pertaining to use or alteration, including fluid or dry milk products;

d. Eggs and egg substitutes, including powdered or frozen eggs, shall meet or exceed quality standards and must meet manufacturer’s specifications for use and storage;

e. Food shall be prepared with a minimum amount of hand contact and appropriate gloves shall be used;

f. Food shall be prepared on food-contact surfaces and with utensils that are clean and appropriately sanitized;

g. 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, and
5) Raw foods to ready-to-eat foods.

h. 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 and gloves shall be used;

i. Raw fruits and vegetables shall be thoroughly washed with water before being cooked or served;

j. Potentially hazardous foods shall be prepared according to the quality standards for the food product including, but not limited to, temperature ranges, cooking process, requirements or prohibitions for refrigeration, reheating, storage containers and storage areas, etc.;

k. Non-dairy creamer, whitening and whipping agents reconstituted on the premises shall be stored in sanitized, covered containers not exceeding the maximum limits for capacity, and cooled at the appropriate temperature;
I. When provided, self-service food products shall be prepared, contained and served in accordance with the applicable quality standards for the following food or food products:

1) Milk products,
2) Cream and derivatives,
3) Non-dairy creaming and white agents,
4) Condiments,
5) Seasonings,
6) Dressings,
7) Sauces, and
8) Sugar.

m. 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 quality standards for health and sanitation;

3. Food Service staff shall randomly select a prepared tray for each meal that includes the represented menu items for the meal provided to residents for food analysis. The tray shall be used to fulfill the State’s rules and regulations regarding “ghost trays”. The ghost tray shall be:

a. Properly labeled, with the date and time the meal was prepared for meal service, and staff signature;

b. Frozen in a designated area of one of the freezers and retained for a minimum of three (3) consecutive calendar days;

c. Used for further analysis by health department officials when food poisoning is suspected following a resident’s illness or injury; and

d. The ghost tray may be examined and removed for further analysis by health department officials or other regulatory agencies during inspections.

Procedure E: Food Storage and Stock Rotation

1. At a minimum, each facility shall implement the required state or federal health compliance codes and regulations regarding food storage. Professional compliance standards shall be applied where food storage issues are not addressed by applicable federal or state codes, rules and regulations.

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 –
40 degrees Fahrenheit. Frozen foods shall be maintained at 0 degrees Fahrenheit or below.

3. The Food Service Manager shall arrange for appropriate disposal methods when unused food that is stored has passed the stamped expiration date specified by the manufacturer. Documentation shall be maintained, including records of credits received for stored food products when they are returned to the manufacturer or distributor.

4. Each facility shall use a system for rotating stock that shall include using the stock that is marked or labeled with the oldest manufacturer's recommended expiration dates first. Appropriate dating and coding methods shall be used.

Procedure F: Emergency Food Supply

1. Each facility shall maintain adequate food supplies in stock or through available provisions to ensure the capacity for food service is maintained regardless of emergency conditions.

2. The Food Service Manager shall plan and obtain the necessary emergency food supply using appropriate documentation to ensure the availability of sufficient supplies to meet the facility's emergency food needs.

3. Emergency food supplies shall be obtained and maintained in accordance with the established fiscal management policies and procedures pertaining to inventory control and procurement of goods and supplies. See Procedure G.

Procedure G: Inventory, Ordering and Receiving Goods and Supplies

1. The Food Service Manager shall monitor the purchase, inventory and delivery of all goods and services pertaining to food service operations.

2. The Food Service Manager shall use and/or provide information to the Deputy Superintendent of Support Services, or designee, pertaining to the following budgeting, purchasing, and accounting practices:

   a. Food expenditure cost records designed to determine cost estimates per meal.

   b. Estimates of food service requirements;

   c. Periods of storage for perishable and non-perishable food and food products;

   d. Trends in preparation and consumption that affect costs; and
e. Estimated credits for food products returned to the manufacturer or distributor.

3. The Food Service Manager, or designee, shall be responsible for the following:

a. Purchasing supplies at wholesale or other favorable prices and conditions negotiated through the Department’s contracts with vendors or the facility’s contracts with local contract service providers;

b. Maintaining the inventory of all food and food products, culinary implements, tools and equipment;

c. Verifying daily checks are made to ensure the refrigerator and dishwashing unit water temperatures are consistent with applicable quality standards;

d. Maintaining documentation and establishing provisions for the use of the United States Department of Agriculture’s donated goods and commodities programs, where applicable;

e. Establishing a system for responding to resident concerns regarding Food Service, including reasonable efforts to identify, determine and/or address meal preference issues of the resident population that may affect inventory and ordering; and

f. Ensuring all appropriate Department or facility forms pertaining to Food Service Management are used by Food Service staff.

4. Products such as sugar, spices, yeast, bread and plastic containers with lids are often used in the manufacturing or processing of alcoholic beverages. Facilities shall implement stringent inventory control and search procedures to minimize abuse of these items.

5. Transfers of expendable food supplies among Departmental facilities are authorized provided such transfers are conducted in accordance with the Department’s fiscal management policies.

6. Unless authorized, facilities shall not exceed the cost limits for the procurement of food products that are established by the Department. See Procedure F

7. Agricultural food products grown or produced at the Department’s facilities shall meet all required State inspection standards prior to use.

VII. PROFESSIONAL STANDARDS:
ACA:

4-JCF-2A-25  (MANDATORY) There is a system that governs the control and use of tools, including culinary and medical equipment. Provision is made for identifying or classifying tools and utensils that can cause death or serious injury. Provisions are made for checking tools and utensils in and out based on their level of risk. Provisions are also in place to control their use at all times.

4-JCF-4A-01  The facility has a designated full-time staff member, experienced in food service management, to manage dietary operations. The designated staff member’s management responsibilities are outlined in a job description, written agreement, or contract.

4-JCF-4A-02  The food service budgeting, purchasing, and accounting practices shall include but not be limited to the following systems:

1. Food-expenditure cost designed to determine cost per meal per juvenile
2. Estimation of food-service requirements
3. Purchase of supplies at wholesale and other favorable price conditions, when possible
4. Determination of and responsiveness to juvenile eating preferences
5. Refrigeration of food, with specific storage periods

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-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.

4-JCF-4A-10-1  All staff, contractors, and juveniles that 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-JCF-4A-12  The food service manager, or other qualified personnel, conducts daily inspections of all temperature-controlled storage areas and appliances, including refrigerators, freezers, and dry storage areas. Temperatures are recorded with each inspection.

1. Stored shelf goods shall be maintained at 45 degrees to 80 degrees
2. Refrigerated foods shall be maintained at 35 degrees to 40 degrees Fahrenheit.
3. Frozen foods shall be maintained at 0 degrees Fahrenheit or below, unless national or state health codes specify otherwise.