

<b>CHAPTER:</b>	4	Facility Services	<b>4.1.1</b>
<b>SECTION:</b>	1	Food Services	<b>EFFECTIVE DATE:</b> 4 / 8 / 2020
<b>SUBJECT:</b>	1	<b>Food Service Program</b>	
<b>STANDARDS: ACA – 4 – ALDF:</b> 4A-04; 4A-05; 4A-06; 4A-08; 4A-09; 4A-10; 4A-17; 4A-18			
<b>APPROVED:</b>			<b>DATE REVIEWED:</b> 4 / 8 / 20
_____ Dale Glass COMMISSIONER OF CORRECTIONS			<b>REVISION DATE:</b> 6 / 24 / 20
Rescind: 4.1.1 dated 8/21/08			
Cancel:			

## I. POLICY

It is the policy of the Division of Corrections that the preparation and service of food items complies with the American Correctional Association standards in maintaining the highest professional and quality standards of security, sanitation, physical hygiene and safety; and to provide a therapeutic diet program to address medically required diets and diets prescribed by religious and other recognized practices.

## II. APPLICABILITY

All Division of Corrections staff having direct contact with inmate population, healthcare, food services and business office staff are responsible for the following procedures.

## III. DEFINITIONS

**Modified Meal:** A nutritionally balanced meal, approved by the Commissioner and a registered dietician, prepared to eliminate the need for serving containers and utensils when an inmate behavior detects that such modification is necessary.

**Master Menu:** A standardized four-week rotating cycle of menus that establishes nutritionally balanced meals that will be served in any given week.

**Special Diet:** Diets often associated with inmate religious belief.

**Therapeutic Diet:** A diet or dietary regimen prescribed by a physician, dentist, or psychiatrist, or a registered nurse (nurse practitioner), use as a therapy for a medical condition.

#### **IV. PROCEDURES**

##### **A. GENERAL INFORMATION**

1. The Divisional food service contractor will designate Food Service Provider Administrator who will:
  - a. Monitor the overall operation of the food service and will maintain regular contact with the Commissioner/designee and facility Food Service Managers regarding food service matters.
  - b. Be responsible for ensuring that the master menu as prescribed by contract is adhered to, including adherence to special and/or therapeutic diets.
  - c. Hire and introduce to the Commissioner of Corrections/designee, a Food Service Manager who will coordinate the provisions of food services in the facility. The Food Service Manager will be a full time employee with a minimum of three years experience in food service management.
2. The Food Service Manager is responsible for developing specific job descriptions for each food service position including job descriptions for inmate kitchen workers, and is in charge of planning, control, direct, and evaluation of food service operations.
3. The Food Service Manager is also responsible for establishing a training program for food service workers to enhance operational efficiency and a quality food service program; and will maintain record of activities including menu substitutions, meal served; and ensure proper documentations.
4. Three meals, including hot meals, will be made available to all inmates during each 24-hour periods. There will be no more than 14 hours between the beginning of the evening meal and the beginning of breakfast.
6. All meals served to general population inmates will be with direct supervision by contractual and Divisional staff.
7. The dining space for general population inmates will provide for group dining except when security or safety concerns justifies otherwise.
8. Dining space will be sufficient to serve all inmates as necessary.

9. Inmates are not permitted to help themselves on food items. Food will be served in appropriate portions/sizes under supervision of food service staff contractor.
10. Inmates housed in the Special Management Unit will be served the same food that is being served to the general population with the exception of those inmates on medically ordered therapeutic diets or those inmates on other types of restrictions relative to food intake.
11. All meals in Special Management Housing will be served to each inmate in their respective cells. (See Policy # 4.1.8: Meal Delivery Service).
12. Therapeutic diets along with the names of affected inmates will be specified and completely furnished in writing and will be distributed to the follow:
  - a. The Food Service Manager,
  - b. The Floor Supervisor,
  - c. The Housing Unit Officer,
  - d. The commissary contractor supervisor, and
  - e. The medical contractor.
13. The Floor Supervisor and the Housing Unit Officer will enter this information into IJMS and/or the log book. The list may be revised or up-dated as often as necessary by the medical unit and, the up-date or revision communicated to the appropriate units. Therapeutic diets should be kept as simple as possible and should conform as closely as possible to the food served to other inmates.

**B. Staffing**

1. Civilian Food Service Worker
  - a. All civilian Food Service Workers are supervised by the Food Service Manager. The workers perform all food service functions including the supervision of inmate food service workers performing food service functions in the kitchen.
  - b. The Food Service Worker will closely monitor and supervise the inmate workers and ensure that all job details including clean-up details are completed prior to returning inmates to housing units.
  - c. The food service worker will verbally report all security issues including security breaches, theft by inmates, missing tools, utensils, and broken or damaged equipment to the Correctional Officer as soon as information is

known. The worker will follow the verbal report with a written report submitted to the custody Area Supervisor no later than the end of the shift.

- d. Any food service worker or a staff who is dissatisfied with correctional officers' performance in the kitchen or dining room will report such dissatisfaction in writing to the custody Area Supervisor. The Area Supervisor must report such dissatisfaction to the Shift Supervisor who reports it to the Chief of Security through normal documentation.

2. Food Service Security Personnel

Correctional Officers will be assigned to the food service unit by the Shift Commander in accordance with facility staffing plan (See Policy #1.2.3: Review of Staffing Requirement; 1.3.7: Staff Assignments). The Correctional Officer will:

- a. Maintain security supervision of inmates during food preparation, distribution, and in the dining room area,
- b. Enforce written food service procedures designed to ensure security and control,
- c. Ensure that after each sitting in the dining room, inmates leave the dining room in the neat condition as it was when the sitting began,
- d. Ensure that inmates properly dispose of eating utensils and waste products.

3. Correctional Officers assigned to the food service unit are not involved in food preparations, food apportionment, food management decisions on menu planning or substitutions or such functions pertaining to kitchen duties such as general clean up after meal preparations, etc. All other Correctional Officers not assigned to the kitchen will not enter the kitchen without proper authorization.

**C. Therapeutic Diet Program**

1. Therapeutic diets will be provided to inmates to address medically required diets as prescribed by a physician, physician's assistant, dentist, psychiatrist or a registered nurse practitioner.
2. Upon admittance to the Division of Corrections, inmate will be evaluated in accordance with policy #4.2.5: Level I / II Medical Screens.
3. If the inmate requests a therapeutic diet for medical reasons during the medical screening process, the medical staff determines the legitimacy of the request by forwarding the request to a physician, or any of the classes of professionals named

- in item #1 of this procedure. They are the only ones who may prescribe therapeutic diets.
4. If an inmate who has already been placed in a housing unit wants to request a therapeutic diet, the inmate must sign up for Sick Call to see a doctor who determines the validity of the request.
  5. Whenever an inmate is approved for therapeutic diet, instructions for the diets will be written on a Therapeutic Diet Form by a member of the medical staff and is faxed or hand delivered to the Food Service Manager, the commissary contractor supervisor, and the Shift Supervisor who forwards a copy to the Floor Supervisor and Housing Unit Officer. The following information must be included in the form:
    - a. Inmate's name,
    - b. Housing assignment,
    - c. Type of food to be provided,
    - d. Type of food to be restricted including commissary food items (such as chips, etc.).
    - e. When the diet is to begin and end,
    - f. Any changes in existing diet.
  6. The Food Service Manager will ensure the diets are prepared as prescribed and delivered to the affected inmates.
  7. The Floor Supervisor/Housing Unit Officer will ensure that the names of the affected inmates are entered in the IJMS and/or the log book as information is made available.
  8. When inmate receives approved diet meal, the inmate must sign a copy of the Therapeutic Diet Receipt. Inmates housed at MSI, excluding those housed and fed in the pod, will sign the receipt in the kitchen dining. The Receipt will be provided by the kitchen supervisor and is presented to the inmate for signature immediately upon receiving the prescribed meal. The signed receipt is returned to the Food Service Manager.
  9. The Commissary supply contractor will not honor or approve purchase orders submitted by an inmate who is placed on restrictive diet if the commissary item requested will negatively alter the intended result of the prescribed therapeutic diet.

11. Once inmate have been approved for therapeutic diet, the inmate must remain on that diet and will not be permitted to receive regular diet other than that prescribed by the physician until the inmate is officially removed from the list..
12. The health service administrator/medical staff will monitor changes in the list of all inmates approved for therapeutic diets and will delete names from the list as the ending dates come due; and communicate the changes to the Food Service Manager and the Shift Supervisor, and the commissary contractor supervisor.
13. The housing unit officer will monitor inmate's compliance with the program. The officer will submit an Incident Report to the Shift Supervisor and a copy sent to the health service administrator/medical unit by the Shift Supervisor if abuse is suspected. An abuse of the program will include:
  - a. Inmate refuses to eat the prescribed meal,
  - b. Inmate traded prescribed meal for regular meal with another inmate,
  - c. Inmate request to remove name from list on the day a meal of special preference is prepared, and requests to have name put back on the list thereafter.
14. An inmate is considered non-compliant with the therapeutic diet program if inmate misses three consecutive meals or more than six meals in a two week period. The housing unit officer will submit an Incident Report detailing the days and meal hour the inmate fails to eat. The inmate will be referred to the appropriate medical personnel for mandatory counseling regarding the need to adhere to the diet and the health-related consequences of non-compliance.

**D. Religious/Special Diet**

1. Inmates requesting a special diet due to religious beliefs will submit an Inmate Request Form through their caseworker or Religious Representative, setting forth the reason for the request.
2. The Caseworker or Religious Representative will forward the request to the Unit Manager along with their recommendation.
3. The Unit Manager will consult with the Religious Representative to determine the legitimacy of the religious claim and if request is feasible within the scope of Divisional operations. The Unit Manager makes recommendation and forwards the request to the Deputy Superintendent of Housing for final approval.
4. The religious diet must meet the established dietary restrictions or principles of a recognized religion prior to approval by the Deputy Superintendent.

5. The Deputy Superintendent will forward a copy of all approved requests to the Food Service Manager, the Unit Manager, the Shift Supervisor, and the Caseworker. All denials will be returned to the Caseworker to discuss the reason for denial with the inmate.
6. A copy of all approved or denied requests for religious diets will be placed in the inmate's file.
7. Only food items that are utilized in normal food preparations and prepared under normal conditions will be used for religious diets.
8. An inmate may be removed from a religious diet for the following reasons:
  - a. When the inmate no longer adheres to the observed religion,
  - b. When a staff member observes that an inmate is failing to observe the dietary restrictions.
9. Inmates approved for a religious diet that are observed by staff eating restricted food items will be referred to the Religious Representative, Caseworker, and the Unit Manager for counseling before removal from the program.
10. Inmates will be allowed to be on one religious diet at a time.
11. The Religious Representative will notify via memorandum, the Shift Commander, the Unit Manager, and the Caseworker when an inmate no longer requires a religious diet. The Shift Supervisor will notify the change to the Food Service Manager.

**E. Procurement of Food and Supplies**

Procurement of food and supplies will be in accordance with provisions stipulated in the Food Service Contract.

**F. Menu Planning**

1. The Food Service Manager plans all menus including menu item substitutions which will be planned, dated, and available for review at least one week in advance.
2. Request for menu item substitutions must be made in the Meal Item Substitution Form completed by the Food Service Manager and forwarded to the Commissioner of Corrections/designee in advance of anticipated food item shortage, for approval.

3. A verbal request to permit menu item substitutions of immediate and un-anticipated food item shortages can be made through the Deputy Superintendent/designee during regular business hours. During non-regular business hours and holidays the Food Service Manager must give verbal notification to the Shift Supervisor prior to making the substitutions.
4. When verbal request is made for food menu item substitution, the Food Service Manger must complete a Menu Item Substitution Form and submits the form to the Deputy Superintendent or to the Shift Supervisor during non-regular business hours or holidays, by the end of tour of duty. Any substitutions in the meals actually served will be of equal nutritional value as approved in the contract.
5. Food will be served as soon as possible after preparation and at an appropriate temperature.
6. The Food Service Manager will keep a running log and ensure an up-to date list of inmates on therapeutic diets and/or religious diets during all menu planning.

**G. Food Service Records and Reporting Procedure**

1. The food service provider will use practices that include, but are not limited to, the following:
  - a. Food expenditure cost accounting to determine cost per meal per inmate,
  - b. Inmate food preferences,
  - c. Periods of storage for perishables and non-perishables,
  - d. Food service delivery cost estimates.
2. The Food Service Manager will maintain a daily production record indicating:
  - a. The daily count of inmates to be fed,
  - b. The number of meals served to inmates at each facility,
  - c. The number of meals served to employees, and visitors,
  - d. The number of religious/special diets,
  - e. The number of therapeutic diets,
  - f. The number of substitutions from the master menu, and
  - g. a record of inmate food preferences.



3. The records will be made available to the Commissioner /designee upon request, and for auditing purposes. The objective will be to identify problem areas and solve it.

## **V. FORMS**

The following forms are referenced and/or attached with this policy and procedure

- Daily Meal Count Sheet
- Diet Food Receipt
- Incident Request Form
- Inmate Request Form
- Meal Item Substitution Form (Food Service Contractor)
- Therapeutic Diet Form (Medical)
- Religious/Special Diet Form

## **VI. TRAINING**

This policy and procedure will be included in the First-Year Training and subsequent In-Service Training for staff having direct contact with the inmate population and staff responsible for inmate food services.