

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 900</p> <p>INMATE PROGRAMS AND SERVICES</p>	<p>OPR:</p> <p>OPS</p>
	<p>DEPARTMENT ORDER: 912</p> <p>FOOD SERVICE</p>	<p>SUPERSEDES:</p> <p>DO 912 (03/04/02)</p>
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PURPOSE

This Department Order ensures that inmates are provided nutritious meals. The Department operates cost-effective food service; and that food is not used for reward or punishment. Department staff shall conduct inspections of food service areas to ensure efficient, sanitary, safe food preparation and operation. The Department provides meals meeting religious and medical needs as stipulated.

RESPONSIBILITY

Department staff and contract employees alike are responsible for providing nutritious meal that are visually appealing, prepared and serviced consistent with Arizona Department of Health Services food code guidelines.

Wardens have overall responsibility for food service operations at their institutions. Each Warden shall designate a staff member as the institution's Food Service Liaison who shall be responsible for communication, administration, contractor compliance monitoring, review of invoices, and daily coordination of operational requirements. Specific responsibilities include:

- Conducting quarterly reviews and making appropriate reports.
- Conducting assessments of Food Service systems including consideration of recommendations regarding operations, equipment and maintenance.
- Participating in or conducting required inspections.

APPLICABILITY

This Department Order is applicable to all Department and contract prison operations, except that contract prisons are exempt from instructions addressing:

- Staff meal token requirements
- Billing requirements
- Physical plant issues, including equipment and maintenance, which are addressed in the terms of the contracts
- Use of donated or surplus food

PROCEDURES

912.01 HEALTH REQUIREMENTS - Wardens, Deputy Wardens, Administrators and Work Incentive Pay Plan (WIPP) Coordinators shall ensure:

- 1.1 Inmate Food Service Workers are medically cleared for work by Health Services staff in accordance with specifications of the Food Service Technical Manual.
- 1.2 Contract Food Service Staff (CFSS) shall ensure Food Service staff/inmate workers with any transmittable illness are not permitted to work in any capacity that may present a health threat to the food service operation and that hygienic food-handling practices are followed.

912.02 SANITATION REQUIREMENTS

- 1.1 All Food Service employees are responsible for ensuring sanitary standards in all food service operations and for training staff and inmates on personal cleanliness/hygiene, as well as sanitary preparation of food, food storage, serving meals, and the care and maintenance of equipment.
- 1.2 The Warden shall establish a sanitation inspection team including:
 - 1.2.1 FHA or Correctional Registered Nurse Supervisor (CRNS) II will serve as the Chairperson
 - 1.2.2 Food Service Contractor Manager
 - 1.2.3 A member from institution Maintenance
 - 1.2.4 The institution's Food Service Liaison
 - 1.2.5 Other staff as deemed appropriate

912.03 MEAL COUNTING PROCESS/PORION CONTROL

- 1.1 A meal counting system shall be established at each institution in a format outlined in the Food Service Technical Manual, which meets the institution's needs. The system shall use the Meals Ordered and Actual Served documents outlined in the Technical Manual.
- 1.2 Food Service staff shall strictly observe and monitor all portion control measures during meal times. Guidelines shall be established in the Food Service Technical Manual.

912.04 MISCELLANEOUS INFORMATION

- 1.1 Enhanced Meals - The Contractor shall provide six enhanced meals annually. Specification of these meals shall be detailed in the Food Service Technical Manual.
- 1.2 Staff Meals - Meal tokens shall be made available to staff and guests of the Department, at a price determined by the Department. A process for the sale of the tokens shall be established in the Food Service Technical Manual.
- 1.3 Billing Process - The Department shall pay for meals as detailed in the Food Service Technical Manual.
- 1.4 Food Cutting/Product Testing - The Department reserves the right to have any product tested for compliance in accordance with the Food Service Technical Manual.

912.05 RESTRICTED DIETS

- 1.1 The Food Service Technical Manual shall outline a process for providing medically ordered and/or religiously required diets. The manual shall establish a process for obtaining the following restricted diets:
 - 1.1.1 Medical Diets
 - 1.1.2 Religious Diets

- 1.1.3 Diet terms and conditions
- 1.1.4 Diet Order/Diet Card
- 1.2 Medical and Religious Diets shall be prepared as outlined in the Food Service Technical Manual and the Diet Reference Manual.
- 1.3 A Registered Dietitian shall review diets for nutritional adequacy annually and whenever a substantial change to the menus are made pursuant to NCCHC Standards.
- 1.4 The Food Service Contractor shall provide the necessary supervision and training, ensuring restricted diets are prepared and served in accordance with the Diet Reference Manual.
 - 1.4.1 A Food Service Staff member shall be trained in the preparation and delivery of the restricted diets, and shall be responsible for obtaining the inmate's signature when the inmate receives a diet tray or snack.
 - 1.4.2 The Food Service Technical Manual shall address, at a minimum, requirements concerning the following:
 - 1.4.2.1 The Contractor's responsibilities
 - 1.4.2.2 An inmate's removal from a Medical or Religious Diet
 - 1.4.2.3 The Medical Diet Process
 - 1.4.2.4 The Religious Diet Process
 - 1.4.2.5 A process for ensuring that inmates who are on a Medical or Religious Diet and who transfer continue to receive the diet at their new location.

912.06 COMPLIANCE WITH SECURITY REQUIREMENTS

- 1.1 General Security - Contractors and Food Service Liaisons shall work closely with Security staff to maintain proper custody, control and security. Established procedures shall be followed by Contract Food Service Staff in the areas of:
 - 1.1.1 Supervision and operations management
 - 1.1.2 Control of supplies to include ordering, storage and movement
 - 1.1.3 Proper use of all equipment and hardware to include control of items of security concern such as small utensils and other sharp implements
 - 1.1.4 Appropriate security of food supplies, especially for items considered to be at high-theft risk including food stuffs used as intoxicants
- 1.2 Tool Control - All utensils shall be securely stored in a locked cabinet with a shadow board located within the food service area when not in use and shall be logged out/in on a Tool Check-Out form as outlined in Department Order #712, Tools and Restricted Product Control. Assigned contractor or Department staff shall ensure tools are secured and accounted for as outlined in Department Order #712.

- 1.3 Key Control - All keys and key sets shall be labeled, inventoried, and issued in accordance with Department Order #702, Key Control, and applicable Institution Orders. Under no circumstances shall any inmate be permitted to use keys. The loss of any key or key set shall be reported as outlined in Department Order #702.
- 1.4 Safety Standards - Food Service personnel shall be familiar with safety standards, including fire prevention and control. Food Service Contractors or their designees shall be responsible for instructing all kitchen personnel on safety techniques and for providing appropriate supervision to ensure instructions are followed.

IMPLEMENTATION

The Division Director for Offender Operations shall maintain a Technical Manual that includes:

- A meal projection/counting process
- A process for providing medically and religiously required diets
- General and specific food services operations to include procedures for compliance with contract terms
- Training for Food Service Staff and inmate kitchen workers
- Compliance with specific security procedures and requirements
- Equipment and maintenance
- Emergency response plan
- Portion control
- Restricted diets
- Surplus/donated foods
- Reviews and evaluations
- Food cutting/product testing

The Division Director for Offender Operations, in coordination with Health Services staff shall maintain a "Diet Guidelines" Manual. The manual shall be reviewed annually and updated as appropriate.

Wardens shall maintain an Institution Order to implement or supplement this Department Order and the processes indicated in the Technical Manual. Where appropriate, key and tool control shall be addressed in the applicable Institution Order and/or Post Order.

{Original Signature on File}

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Director