

CHAPTER: 900
Inmate Programs and Services

DEPARTMENT ORDER:

912 – Food Service

OFFICE OF PRIMARY
RESPONSIBILITY:

FS
OPS

Effective Date:

October 1, 2024

Amendment:

N/A

Supersedes:

DO 912 (3/10/21)

Scheduled Review Date:

2027

ACCESS

Contains Restricted Section(s)

Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

A handwritten signature in black ink, appearing to read "Ryan Thornell", is written over a horizontal line.

Ryan Thornell, Director

TABLE OF CONTENTS

| | |
|---|----------|
| PURPOSE | 1 |
| APPLICABILITY | 1 |
| RESPONSIBILITY | 1 |
| PROCEDURES | 2 |
| 1.0 HEALTH REQUIREMENTS | 2 |
| 2.0 SANITATION AND INSPECTION REQUIREMENTS | 2 |
| 3.0 MISCELLANEOUS INFORMATION | 3 |
| 4.0 MEDICAL AND COMMON FARE MEAL DIETS | 4 |
| 5.0 COMPLIANCE WITH SECURITY REQUIREMENTS | 5 |
| IMPLEMENTATION | 5 |
| DEFINITIONS/GLOSSARY | 6 |
| ATTACHMENTS | 6 |
| FORMS LIST | 6 |
| OTHER REFERENCES | 7 |
| AUTHORITY | 7 |

PURPOSE

This Department Order (DO) establishes procedures for food service at all Department complexes and private prisons. This DO is formed to ensure the Food Services Contractor and Contract Food Service Staff (CFSS) provide or makes available nutritious, visually appealing and cost effective meals in accordance with this DO, the Food Service Technical Manual, the Department's Diet Reference Manual, contractual, and applicable state and federal Food Code requirements, and other written instructions.

APPLICABILITY

This DO is applicable to all Department complexes and private prisons, with the exception that private prison contractors are exempt from the following sections in this DO and the Food Service Technical Manual:

- Billing requirements;
- Physical plant issues, including, but not limited to equipment and maintenance; the applicable requirements for physical plant issues are addressed in the terms of their respective contracts; and
- Use of donated or surplus food requirements.

RESPONSIBILITY

The Food Service Administrator shall be responsible for the oversight of contracted food services agency-wide.

The Warden shall:

- Ensure food is not used for reward or punishment.
- Have the overall responsibility for food service operations at their institutions.
- Designate a Department employee as the Department complex/facility's Complex Food Services Liaison.

The Complex Food Service Liaisons shall:

- Be responsible for communication, administration, Food Service Contractor compliance monitoring; the review and approval of the Meal Billing Recap, and the daily coordination of operational requirements;
- Prepare and submit reports as directed;
- Conduct food service system assessments and make recommendations regarding operations, equipment and maintenance;
- Participate in or conduct required inspections of food service areas to ensure efficient, sanitary and safe food preparation and operation; and
- Provide support to educational/vocational food service programs to ensure success of the programs.

PROCEDURES

1.0 HEALTH REQUIREMENTS

- 1.1 A Qualified Healthcare Professional (QHCP) shall perform a health evaluation for inmates prior to food service assignment and document the evaluation on the Duty/Special Needs Order – Inmate Health, Form 1101-60.
- 1.2 Contract healthcare staff shall enter an inmate’s health evaluation in the Arizona Correctional Information System (ACIS), including a comment on the appropriate screen when inmates do not meet the medical score requirements for inmate food service assignments.
 - 1.2.1 Inmates with medical score of 1, 2, and 3 may be considered medically cleared for any Work Incentive Pay Plan (WIPP) assignment, to include inmate food service assignments.
 - 1.2.2 Wardens, Deputy Wardens, their designees, and WIPP Coordinators shall ensure contract healthcare staff medically clear inmate food service workers in accordance with this DO and the Food Service Technical Manual.
- 1.3 The CFSS Director and Medical Director or designee shall ensure:
 - 1.3.1 CFSS and inmate food service workers with transmittable illness do not work in a capacity that may present a health threat, to include education programs utilizing food service (i.e., ServSafe).
 - 1.3.1.1 The completion and documentation of tuberculosis skin tests, chest x-rays and the monitoring of inmate food service workers shall be in accordance with the Food Service Technical Manual, DO #1116, Employee Communicable Disease Exposure Plan, and DO #1102 Communicable Disease and Infection Control.
 - 1.3.2 The following are strictly adhered to:
 - 1.3.2.1 Hygienic food-handling practices.
 - 1.3.2.2 All applicable Arizona Administrative Food Code health-related laws and rules.
 - 1.3.2.3 The Department’s food service regulations, and other applicable regulations, including those contained in educational and vocational food service programs contracts.

2.0 SANITATION AND INSPECTION REQUIREMENTS

- 2.1 The CFSS Director or designee, and the Complex Food Service Liaison shall ensure:
 - 2.1.1 Sanitary standards are met in all food service operations.
 - 2.1.2 Training for all CFSS and inmate food service workers, as outlined in the Food Service Technical Manual, which includes:

- 2.1.2.1 Personal cleanliness and hygiene
 - 2.1.2.2 Sanitary food preparation
 - 2.1.2.3 Food storage
 - 2.1.2.4 Serving meals
 - 2.1.2.5 The care and maintenance of equipment
- 2.2 The Warden shall establish a Food Service Inspection Team, which shall include:
- 2.2.1 The Complex Food Service Liaison, who shall serve as the Chairperson.
 - 2.2.2 The CFSS Director or designee.
 - 2.2.3 A member from institution Maintenance.
 - 2.2.4 The Complex Deputy Warden of Operations.
 - 2.2.5 Other staff as deemed appropriate by the Warden.
- 2.3 The Food Service Inspection Team shall complete a monthly inspection of food handling and service areas and document the inspection on the Food Safety Evaluation Report, Form 912-2.
- 2.3.1 Any deficiencies found shall be documented, reported, and addressed in accordance with the Food Service Technical Manual.
- 2.4 The CFSS Unit Manager shall complete a weekly inspection of food handling and service areas and document the inspection on the Food Service Weekly Sanitation Inspection Report, Form 912-1.
- 2.4.1 Additional inspections shall be conducted in accordance with the Food Service Technical Manual and DO #606, Quality Assurance and Improvement (QA&I) Program.
- 2.5 The Food Service Inspection Team shall report all findings to the Warden and Food Services Administrator.
- 2.6 The Warden or Deputy Warden of Operations shall sample at least two inmate meal trays per month and report findings to the Food Services Administrator and Assistant Director for Prison Operations.

3.0 MISCELLANEOUS INFORMATION

- 3.1 In accordance with the Food Service Technical Manual:
- 3.1.1 The Food Service Contractor shall provide at least seven Holiday menus annually.
 - 3.1.2 The Department reserves the right to have any product tested for compliance.
 - 3.1.3 The CFSS shall strictly observe and monitor all portion control measures during meal times.
- 3.2 The Department shall pay for meals in accordance with contractual requirements.

- 3.2.1 The CFSS shall account for all received meals using the Daily Staff/Visitor Meal Log, Form 912-7.
- 3.2.2 Staff meals may be provided in accordance with DO #309, Allocations and Reimbursements, and other written instructions.
- 3.3 The Complex Food Service Liaison shall:
 - 3.3.1 Maintain a meal counting system (i.e., Google Sheet) a Meals Ordered and Actual Served document in accordance with Attachment A, Sample Meals Ordered and Actual Served. The formatting shall be pre-approved by the Warden and the Food Service Administrator.
 - 3.3.2 Submit the Food Service Meals Served Report electronically to the Food Service Administrator by the 5th day of each month. The formatting shall be in accordance with Attachment B, Sample Food Service Meals Served Report – FY Totals.
- 3.4 The CFSS and a Department supervisor shall conduct a pre-meal briefing prior to each meal. The pre-meal briefing ensures the proper menu items, quantities, and quality are prepared for meal service.

4.0 MEDICAL AND COMMON FARE MEAL DIETS

- 4.1 Medical and Common Fare Meal (CFM) diets shall be:
 - 4.1.1 Prepared as outlined in the Food Service Technical Manual and the Diet Reference Manual.
 - 4.1.2 Annually reviewed by a Registered Dietician for nutritional adequacy, and upon request by the Assistant Director for Healthcare Services.
 - 4.1.2.1 Medical diets shall not be modified without approval from the Contract Healthcare Provider (CHP) or Medical Director.
 - 4.1.2.2 CFM diets shall not be modified without approval from the Faith Services Administrator in consultation with the appropriate Registered Dietician.
 - 4.1.2.3 CFM diets shall meet the dietary requirement for Halal, Kosher, and Vegetarian Standards. Further policies and procedures on CFM diets are outlined in DO #904, Inmate Religious Activities/Marriage Requests.
- 4.2 The Food Service Contractor shall provide the necessary supervision and training to ensure Medical and CFM diets are prepared and served in accordance with the Diet Reference Manual.
 - 4.2.1 A CFSS member shall be trained in the preparation and delivery of Medical and CFM diets.
- 4.3 The Complex Food Service Liaison shall:
 - 4.3.1 Maintain a Medical and CFM Diets Roster (i.e., Microsoft Excel spreadsheet) in accordance with Attachment C, Sample Medical and CFM Diets Roster. The formatting shall be pre-approved by the Warden and the Food Service Administrator.

- 4.3.2 Submit the Food Service Diets Billed/Diets Served Memorandum electronically to the Food Service Administrator by the 5th day of each month. The formatting shall be in accordance with Attachment D, Sample Food Service Diets Billed/Diets Served Memorandum.

5.0 COMPLIANCE WITH SECURITY REQUIREMENTS

- 5.1 The Food Service Contractor, unit Chief of Security, and the Complex Food Service Liaison shall work closely with security staff to maintain proper custody, control and security. CFSS shall follow established procedures in the areas of:
 - 5.1.1 Supervision and operations management.
 - 5.1.2 Control of supplies to include ordering, storage and movement.
 - 5.1.3 The appropriate security of food supplies, especially for items considered to be at high-theft risk including food used as intoxicants (e.g., sugar, tomato paste, fruit, yeast, raw potatoes, and rice).
- 5.2 CFSS and Department employees shall ensure tools, utensils and sharp implements are secured, used and accounted for in accordance with in DO #712, Tool Control.
- 5.3 The labeling, inventorying, issuing of all keys and key sets and the loss of any keys or key sets shall be in accordance with DO #702, Key Control.
 - 5.3.1 Under no circumstances shall inmates be permitted to use keys.
- 5.4 CFSS shall be familiar with safety standards, including fire prevention and control.
- 5.5 The Food Service Contractor or their designees shall instruct CFSS on safety techniques in accordance with the Food Service Technical Manual and provide appropriate supervision to ensure the instructions are followed.

IMPLEMENTATION

Within 90 calendar days of the effective date of this DO, the Assistant Director for Financial Services, in collaboration with the Assistant Director for Prison Operations, shall update and maintain the Food Service Technical Manual, which includes:

- Diet Order/Restricted Diet Cards
- Emergency response plan
- Equipment and maintenance
- Food cutting/product testing
- Food Service Contractor responsibilities
- General and specific food service operations, including procedures for compliance with contract terms
- Meal projection/counting

- Medical and CFM diet requirements including:
 - Terms and conditions
 - Adding and removing inmates
 - Ensuring inmates who move housing locations continue to receive their diet at their new location
- Portion control
- Reviews and evaluations
- Security procedures and requirements
- Surplus/donated foods
- CFSS and inmate food service workers
- Support to educational/vocational food service programs

The Assistant Director for Financial Services, in coordination with a Registered Dietitian, shall maintain a Diet Reference Manual, which shall be reviewed annually, and updated as appropriate.

Wardens shall maintain a unit-specific section of a Post Order to implement or supplement this DO.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- Complex Food Service Liaison
- Contract Food Service Staff (CFSS) Director
- Contract Food Service Staff (CFSS) Unit Manager
- Food Service Administrator
- Food Service Contractor
- Qualified Healthcare Professional (QHCP)
- Unit Chief of Security

ATTACHMENTS

Attachment A - Sample Meals Ordered and Actual Served

Attachment B – Sample Food Service Meals Served Report – FY Totals

Attachment C – Sample Medical and CFM Diets Roster

Attachment D – Sample Food Service Diets Billed/Diets Served Memorandum

FORMS LIST

912-1, Food Service Weekly Sanitation Inspection Report

912-2, Food Safety Evaluation Report

912-7, Daily Staff/Visitor Meal Log

1101-60, Duty/Special Needs Order – Inmate Health

OTHER REFERENCES

Diet Reference Manual
Food Service Technical Manual

AUTHORITY

Arizona Administrative Food Code

ATTACHMENT A

SAMPLE MEALS ORDERED AND ACTUAL SERVED

CYCLE: _____ ASPC- _____ UNIT: _____ DAY: _____ DATE: _____

| MEAL TYPE | BREAKFAST MEAL | SERVED | LUNCH MEAL | SERVED | DINNER MEAL | SERVED | GRAVEYARD |
|---------------------------|----------------|--------|------------|--------|-------------|--------|-----------|
| | ORDERED | SERVED | ORDERED | SERVED | ORDERED | SERVED | ORDERED |
| REGULAR MEALS | | | | | | | |
| Kitchen Workers | | / | | / | | / | |
| Sack Lunches | | | | | | | |
| Lockdown | | | | | | | |
| Medical Diets | | | | | | | |
| CFM Diets Only | | | | | | | |
| Medical Diets Sack Lunch | | / | | / | | / | |
| CFM Diets Sack Lunch | | / | | / | | / | |
| TOTAL INMATE MEALS | | | - | | | | - |
| OFFICER MEALS | | | | | | | |
| Officer Sack Meals | | | | | | | |
| TOTAL STAFF MEALS | | | - | | | | |
| TOTAL ALL MEALS | | | - | | | | |

Initial/Date Breakfast Meals Lunch Meals Dinner Meals Graveyard

| | | | | | | | |
|-----------------------------|--|--|--|--|--|--|--|
| MEALS TOTALS: | | | | | | | |
| Unit ADCRR REPRESENTATIVE | | | | | | | |
| (CONTRACTOR) REPRESENTATIVE | | | | | | | |
| UNIT ADCRR REPRESENTATIVE | | | | | | | |
| (CONTRACTOR) REPRESENTATIVE | | | | | | | |
| Unit ADCRR REPRESENTATIVE | | | | | | | |

| | |
|--|--|
| (CONTRACTOR) REPRESENTATIVE | |
| UNIT ADCRR REPRESENTATIVE | |
| (CONTRACTOR) REPRESENTATIVE | |
| NOTE: NEW DIETS (ADD ON'S) NOT ON THE MEDICAL AND COMMON FARE MEAL DIET ROSTER SHALL BE INCLUDED ON THE ROSTER FOR EACH DAY | |

ATTACHMENT B

SAMPLE FOOD SERVICE MEALS SERVED REPORT – FY TOTALS

Complex: ASPC-

| FY 23 | Regular Meals Served | Sack Meals Served | CFM Meals Served | Medical Meals Served | Diet Sacks Served | Transport Sacks Served | Staff Meals Served | Staff Sacks Served |
|--------------------|-------------------------------------|----------------------------------|---------------------------------|-------------------------------------|----------------------------------|---------------------------------------|-----------------------------------|-----------------------------------|
| Jan 2023 | | | | | | | | |
| Feb 2023 | | | | | | | | |
| Mar 2023 | | | | | | | | |
| April 2023 | | | | | | | | |
| May 2023 | | | | | | | | |
| Jun 2023 | | | | | | | | |
| Jul 2023 | | | | | | | | |
| Aug 2023 | | | | | | | | |
| Sept 2023 | | | | | | | | |
| Oct 2023 | | | | | | | | |
| Nov 2023 | | | | | | | | |
| Dec 2023 | | | | | | | | |
| TOTALS | | | | | | | | |
| GRAND TOTAL | | | | | | | | |
| | | | | | | | | |

ATTACHMENT D

SAMPLE FOOD SERVICE DIETS BILLED/DIETS SERVED MEMORANDUM

ARIZONA DEPARTMENT OF CORRECTIONS, REHABILITATION AND REENTRY – ASPC – _____
MEMORANDUM

DATE: _____
 TO: _____
 FROM: _____
 RE: Diets Billed/Diets Served Report
 INVOICE SPAN: _____ Thru _____
 NUMBER OF WEEKS: _____

| WEEK 1 | MEDICAL | | COMMON FARE MEALS (CFM) | | |
|--------|--|---------------------------------|------------------------------------|--------------------------------|--------------------------------|
| UNIT | AVERAGE INMATES ON MEDICAL DIETS | MEDICAL DIET MEALS BILLED | AVERAGE INMATES ON CFM DIETS | CFM DIET MEALS BILLED | CFM DIET MEALS SERVED |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL | | | | | |
| WEEK 2 | MEDICAL | | COMMON FARE MEALS (CFM) | | |
| UNIT | AVERAGE INMATES ON MEDICAL DIETS | MEDICAL DIET MEALS BILLED | AVERAGE INMATES ON CFM DIETS | CFM DIET MEALS BILLED | CFM DIET MEALS SERVED |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL | | | | | |
| WEEK 3 | MEDICAL | | COMMON FARE MEALS (CFM) | | |
| UNIT | AVERAGE INMATES ON MEDICAL DIETS | MEDICAL DIET MEALS BILLED | AVERAGE INMATES ON CFM DIETS | CFM DIET MEALS BILLED | CFM DIET MEALS SERVED |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL | | | | | |
| WEEK 4 | MEDICAL | | COMMON FARE MEALS (CFM) | | |
| UNIT | AVERAGE INMATES ON MEDICAL DIETS | MEDICAL DIET MEALS BILLED | AVERAGE INMATES ON CFM DIETS | CFM DIET MEALS BILLED | CFM DIET MEALS SERVED |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL | | | | | |
| WEEK 5 | MEDICAL | | COMMON FARE MEALS (CFM) | | |
| UNIT | AVERAGE INMATES ON MEDICAL DIETS | MEDICAL DIET MEALS BILLED | AVERAGE INMATES ON CFM DIETS | CFM DIET MEALS BILLED | CFM DIET MEALS SERVED |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL | | | | | |

| | | | | | |
|-------------------------|--|--|--|--|--|
| | | | | | |
| | | | | | |
| TOTAL | | | | | |
| MONTH TOTALS | | | | | |