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| <br>ARIZONA<br>DEPARTMENT<br>OF<br>CORRECTIONS<br><br>DEPARTMENT ORDER MANUAL | CHAPTER: 900<br>INMATE PROGRAMS<br>AND SERVICES  | OPR:<br><br>OPS   |
|  | DEPARTMENT ORDER: 912<br><br><b>FOOD SERVICE</b> | SUPERSEDES:<br><br>DO 912 (1/28/09)<br>DI 301 (3/10/11) |
|  |  | EFFECTIVE DATE:<br><br>SEPTEMBER 3, 2015                |
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## PURPOSE

This Department Order establishes procedures 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 Department Order, the Food Service Technical Manual, the Department's Diet Reference Manual, contractual and applicable state and federal Food Codes requirements, and other written instructions.

## RESPONSIBILITY

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 Complex Food Services Liaison.

The Complex Food Service Liaison 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. Specific responsibilities of the Food Service Liaison shall include:

- Preparing and submitting reports as directed.
- Conducting Food Service system assessments and making recommendations regarding operations, equipment and maintenance.
- Participating in or conducting required inspections of Food Service areas to ensure efficient, sanitary, safe food preparation and operation.

## APPLICABILITY

This Department Order is applicable to Department institutions and private prisons, with the exception of private prisons being exempt from the following:

- 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

#### 1.1 Contract health staff shall:

- 1.1.1 Perform a health evaluation on inmates prior to Food Service assignment and document the evaluation on the Duty/Special Needs Order – Inmate Health, Form 1101-60.

- 1.1.2 Enter the health evaluation information in the Adult Information Management System (AIMS), including a comment on the DI35 0 ADC# screen when inmates do not meet the Medical Score requirements for inmate Food Service assignments.
  - 1.1.2.1 Inmates with Medical Scores of 1, 2, and 3 may be considered medically cleared for any Work Incentive Pay Plan (WIPP) assignment, to include inmate Food Service assignments.
  - 1.1.2.2 Wardens and Deputy Wardens and their designees and WIPP Coordinators shall ensure contract health staff medically clear inmate Food Service workers in accordance with this Department Order and the Food Service Technical Manual.
- 1.2 The CFSS Director or designee shall ensure:
  - 1.2.1 CFSS and inmate Food Service workers with transmittable illness do not work in a capacity that may present a health threat.
    - 1.2.1.1 The completion and documentation of tuberculosis skin tests, chest x-rays and the monitoring of inmate Food Service workers shall be in accordance the Food Service Technical Manual, Department Order #116, Employee Communicable Disease Exposure Plan, and Department Order #1102 Communicable Disease and Infection Control.
  - 1.2.2 The following are strictly adhered to:
    - 1.2.2.1 Hygienic food-handling practices.
    - 1.2.2.2 The applicable Arizona Administrative Food Code health related laws and rules.
    - 1.2.2.3 The Department's Food Services regulations and other applicable regulations.

## **912.02 SANITATION AND INSPECTION REQUIREMENTS**

- 1.1 The CFSS Director or designee and the Complex Food Service Liaison shall ensure:
  - 1.1.1 Sanitary standards are met in all Food Service operations.
  - 1.1.2 CFSS and Inmate Food Service Worker Training, as outlined in the Food Service Technical Manual, includes the following:
    - 1.1.2.1 Personal cleanliness and hygiene.
    - 1.1.2.2 Sanitary food preparation.
    - 1.1.2.3 Food storage.
    - 1.1.2.4 Serving meals.
    - 1.1.2.5 The care and maintenance of equipment.

- 1.2 The Warden shall establish a Food Service Inspection Team, which shall include:
  - 1.2.1 The Complex Food Service Liaison, who shall serve as the Chairperson.
  - 1.2.2 The CFSS Director or designee.
  - 1.2.3 A member from institution Maintenance.
  - 1.2.4 Other staff as deemed appropriate.
- 1.3 The Food Service Inspection Team shall complete a monthly inspection of food handling areas and document the inspection on the Food Safety Evaluation Report, Form 912-2.
  - 1.3.1 Deficiencies shall be documented, reported, and addressed in accordance with the Food Service Technical Manual.
- 1.4 The CFSS Unit Manager shall complete a weekly inspection of food handling areas and document the inspection on the Food Service Weekly Sanitation Inspection Report, Form 912-1.
- 1.5 Additional inspections shall be conducted in accordance with the Food Service Technical Manual and Department Order #606, Internal Inspections Program.

### **912.03 MISCELLANEOUS INFORMATION**

- 1.1 In accordance with the Food Service Technical Manual:
  - 1.1.1 The Food Service Contractor shall provide six enhanced meals annually.
  - 1.1.2 Meal tokens shall be made available to staff and guests of the Department, at a price determined by the Department.
  - 1.1.3 The Department shall reserve the right to have any product tested for compliance.
  - 1.1.4 The CFSS shall strictly observe and monitor all portion control measures during meal times.
- 1.2 The Department shall pay for meals in accordance with contractual requirements.
  - 1.2.1 The CFSS shall account for all received meals using the Daily Staff/Visitor Meal Log, Form 912-7.
  - 1.2.2 Staff meals may be provided in accordance with Department Order #309, Allocations and Reimbursements and other written instructions.
- 1.3 The Complex Food Service Liaison shall:
  - 1.3.1 Maintain a meal counting system (i.e., Microsoft Excel spreadsheet) 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 Contract Officer Representative.

- 1.3.2 Submit the Food Service Meals Served Report electronically to the Food Service Contract Officer Representative by the 5<sup>th</sup> of each month. The formatting shall be in accordance with Attachment B, Sample Food Service Meals Served Report – FY Totals.

#### **912.04 MEDICAL AND RELIGIOUS DIETS**

- 1.1 Medical and religious diets shall be:
  - 1.1.1 Prepared as outlined in the Food Service Technical Manual and the Diet Reference Manual.
  - 1.1.2 Reviewed by a Registered Dietician for nutritional adequacy annually, and when there is a substantial change in the National Commission on Correctional Health Care (NCCHC) Standards.
    - 1.1.2.1 Medical diets shall not be modified without approval from the Assistant Director for Health Services Contract Monitoring Bureau or designee.
    - 1.1.2.2 Religious diets shall not be modified without approval from the Department Pastoral Activities Administrator in consultation with the appropriate Registered Dietician.
- 1.2 The Food Service Contractor shall provide the necessary supervision and training to ensure Medical and Religious diets are prepared and served in accordance with the Diet Reference Manual.
  - 1.2.1 A CFSS member shall be trained in the preparation and delivery of Medical and Religious diets.
- 1.3 The Complex Food Service Liaison shall:
  - 1.3.1 Maintain a Medical and Religious Diets Roster (i.e. Microsoft Excel spreadsheet) in accordance with Attachment C, Sample Medical and Religious Diets Roster. The formatting shall be pre-approved by the Warden and the Food Service Contract Officer Representative.
  - 1.3.2 Submit the Food Service Diets Billed/Diets Served Memorandum electronically to the Food Service Contract Officer Representative by the 5<sup>th</sup> of each month. The formatting shall be in accordance with Attachment D, Sample Food Service Diets Billed/Diets Served Memorandum.

#### **912.05 COMPLIANCE WITH SECURITY REQUIREMENTS**

- 1.1 The Food Service Contractor 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:
  - 1.1.1 Supervision and operations management.
  - 1.1.2 Control of supplies to include ordering, storage and movement.
  - 1.1.3 The appropriate security of food supplies, especially for items considered to be at high-theft risk including food used as intoxicants (i.e., sugar, tomato paste, fruit and rice).

- 1.2 CFSS and Department employees shall ensure tools, utensils and sharp implements are secured, used and accounted for in accordance with in Department Order #712, Tools and Restricted Product Control.
- 1.3 The labeling, inventorying, issuing of all keys and key sets and the loss of any keys or key sets shall be in accordance with Department Order #702, Key Control.
  - 1.3.1 Under no circumstances shall inmates be permitted to use keys.
- 1.4 CFSS shall be familiar with safety standards, including fire prevention and control.
- 1.5 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.

## DEFINITIONS

**FOOD SERVICE CONTRACT OFFICER REPRESENTATIVE** – The Department employee assigned by the Security Operations Administrator responsible for overseeing the Food Service Contract.

**COMPLEX FOOD SERVICE LIAISON** – A designated Department Food Services staff member responsible for communication, administration, contract compliance monitoring, invoice reviewing, and the daily coordination of operational requirements.

**CONTRACT FOOD SERVICE STAFF (CFSS) DIRECTOR** – The position responsible for all unit kitchen operations, CFSS Unit Manager, and contracted Food Service staff personnel.

**CONTRACT FOOD SERVICE STAFF (CFSS) UNIT MANAGER** – The position responsible for the unit kitchen operations and CFSS personnel.

**FOOD SERVICES CONTRACTOR** – The private company providing the Food Services.

## IMPLEMENTATION

Within 90 days of the effective date of this Department Order, the Division Director for Offender Operations shall update and maintain the Food Service Technical Manual that 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 to include procedures for compliance with contract terms.
- Meal projection/counting.

- Medical and Religious 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.

The Division Director for Offender Operations, 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 Department Order.

{Original Signature on File}

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Charles L. Ryan  
Director

## **ATTACHMENTS**

Attachment A - Sample Meals Ordered and Actual Served  
Attachment B – Sample Food Service Meals Served Report – FY Totals  
Attachment C – Sample Medical and Religious 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

## **CROSS-REFERENCE INDEX**

Department Order #106, Contract Beds  
Department Order #116, Employee Communicable Disease Exposure Control Plan  
Department Order #309, Allocations and Reimbursements  
Department Order #503, Employee Grooming and Dress  
Department Order #524, Employee Assignments and Staffing  
Department Order #606, Internal Inspections Program  
Department Order #702, Key Control

Department Order #705, Inmate Transportation

Department Order #712, Tools and Restricted Product Control

Department Order #807, Inmate Suicide Prevention, Mental Health Watches, and Progressive Mental Health Restraints

Department Order #903, Inmate Work Activities

Department Order #904, Inmate Religious Activities/Marriage Requests

Department Order #1102, Communicable Disease and Infection Control

**ATTACHMENT A  
DEPARTMENT ORDER #912**

**SAMPLE MEALS ORDERED AND ACTUAL SERVED**

**CYCLE:** \_\_\_\_\_ **ASPC-** \_\_\_\_\_ **UNIT:** \_\_\_\_\_ **DAY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

| MEAL TYPE                  | BREAKFAST MEAL |        | LUNCH MEAL |        | DINNER MEAL |        | GRAVEYARD |
|----------------------------|----------------|--------|------------|--------|-------------|--------|-----------|
|                            | ORDERED        | SERVED | ORDERED    | SERVED | ORDERED     | SERVED | ORDERED   |
| <b>REGULAR MEALS</b>       |                |        |            |        |             |        |           |
| Kitchen Workers            |                |        |            |        |             |        |           |
| Sack Lunches               |                | /      |            | /      |             | /      |           |
| Lockdown                   |                |        |            |        |             |        |           |
| Medical Diets              |                |        |            |        |             |        |           |
| Religious Diets/S          |                |        |            |        |             |        |           |
| Kosher Diets               |                |        |            |        |             |        |           |
| Medical Diets Sack Lunch   |                | /      |            | /      |             | /      |           |
| Religious Diets Sack Lunch |                | /      |            | /      |             | /      |           |
| <b>TOTAL INMATE MEALS</b>  |                |        | -          |        |             |        | -         |
| <b>OFFICER MEALS</b>       |                |        |            |        |             |        |           |
| Officer Sack Meals         |                |        |            |        |             |        |           |
| <b>TOTAL STAFF MEALS</b>   |                |        | -          |        |             |        |           |
| <b>TOTAL ALL MEALS</b>     |                |        | -          |        |             |        |           |

Initial/Date                      Breakfast                      Meals                      Lunch                      Meals                      Dinner                      Meals                      Graveyard

**MEALS TOTALS:**

UNIT ADC REPRESENTATIVE  
(CONTRACTOR) REPRESENTATIVE  
UNIT ADC REPRESENTATIVE  
(CONTRACTOR) REPRESENTATIVE  
UNIT ADC REPRESENTATIVE  
(CONTRACTOR) REPRESENTATIVE  
UNIT ADC REPRESENTATIVE  
(CONTRACTOR) REPRESENTATIVE

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**NOTE: NEW DIETS (ADD ON'S) NOT ON THE MEDICAL AND RELIGIOUS DIET ROSTER SHALL BE INCLUDED ON THE ROSTER FOR EACH DAY**

ATTACHMENT B  
 DEPARTMENT ORDER: #912

**SAMPLE FOOD SERVICE MEALS SERVED - FY TOTALS**

Complex: ASPC-

| <b>FY15</b>   | <b>Regular Meals Served</b> | <b>Sack Meals Served</b> | <b>Kosher Meals Served</b> | <b>Medical Meals Served</b> | <b>Religious Meals Served</b> | <b>Diet Sacks Served</b> | <b>Transport Sacks Served</b> | <b>Staff Meals Served</b> | <b>Staff Sacks Served</b> |
|---------------|-----------------------------|--------------------------|----------------------------|-----------------------------|-------------------------------|--------------------------|-------------------------------|---------------------------|---------------------------|
| Jul 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Aug 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Sep 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Oct 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Nov 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Dec 2014      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Jan 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Feb 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Mar 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Apr 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| May 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| Jun 2015      |                             |                          |                            |                             |                               |                          |                               |                           |                           |
| <b>TOTALS</b> |                             |                          |                            |                             |                               |                          |                               |                           |                           |

|                    |
|--------------------|
| <b>GRAND TOTAL</b> |
|                    |

EFFECTIVE: SEPTEMBER 3, 2015



