


Idaho Department of Correction 	Standard Operating Procedure	Title: Food Service Management		Page Number: 1 of 12
		Control Number: 404.02.01.001	Version: 3.0	Adopted: 4-16-2001

**Jeff Zmuda, chief of the Division of Prisons, approved this document on -
09/30/2016.**

Open to the public: **Yes**

SCOPE

This SOP applies to staff members working in IDOC-operated correctional facilities and community reentry centers (CRCs) involved in the operation and administration of food service-related activities and services.

Revision Summary
<p>Revision date (09/30/2016) version 3.0: Updated language throughout the document for clarity, updated position titles, added roles of responsibility, removed references to medical clearance requirements for food service workers, removed reference to provision of mainline meals on holidays to offenders with a medically-ordered diet, added section 4 'Inmate Workers' and section 14 'Records Retention'.</p>

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

POLICY CONTROL NUMBER 404

Food Service

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish:

- Internal controls for food service safety, efficiency, and effectiveness
- Menu development process and nutritional parameters
- Sanitation requirements
- Implementation and operational oversight responsibilities
- Monitoring and reporting responsibilities
- Food service-related contract development and oversight

RESPONSIBILITY

Chiefs of the Division of Prisons and Division of Probation and Parole

Responsible for overseeing and monitoring the provisions provided herein

Facility Heads

Responsible for ensuring that facility food service authorities adhere to the guidelines, standards, and procedures provided herein

Dietary Services Manager

Responsible for implementation and administrative oversight of the guidelines, standards, and procedures provided herein

Facility Food Service Authorities

Responsible for daily execution of food service operations in accordance with the guidance provided herein

STANDARD PROCEDURES

1. License Requirements

IDOC food service operations and work camps must meet annual license and inspection requirements for food establishments as described in Idaho Statute, Title 39-1604, and the Idaho Department of Health and Welfare’s Idaho Food Code (see Idaho Administrative Procedure Act [IDAPA] 16.02.19).

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2. Sanitation Requirements

Food service operations are required to follow state and local standards for food handling safety and sanitation as described in the *Idaho Food Code*. This includes, but is not limited to, demonstration and documentation that:

- Food is stored, prepared, held, and served within allowable temperature ranges.
- Food is stored correctly to prevent contamination, food items are dated and labeled, and the FIFO (first in, first out) system is used in storage areas.
- Inmate workers are visually inspected daily for obvious signs of illness or conditions that should exclude them from food service work, according to *Idaho Food Code* guidelines.
- Gauges on the dishwashing equipment are checked daily to ensure they are operating and meet a minimum of 180 degrees Fahrenheit during the rinse cycle, and a sanitizing chemical solution is used in the final rinse when water temperature is not adequate.
- Food preparation, storage, and serving areas, food contact surfaces, and all equipment and small wares are clean, sanitized, and working properly. These items are protected from contamination when not in use.
- Chemicals are properly used, stored, and labeled.
- Dining tables and chairs are cleaned and sanitized between uses.
- Staff and offender workers wear uniforms or aprons, use beard nets and wear caps or hair nets according to *Idaho Food Code* requirements, and follow the Idaho 'no bare hands' requirement for glove use when handling food.
- Hand washing sinks are adequately supplied with hot water, soap, and disposable towels. Signs that describe the required hand washing procedure are posted throughout the food preparation areas, as well as over hand washing sinks and in restrooms.
- Eating and drinking is limited to designated areas, away from food preparation and serving areas.
- Trash receptacles are covered when not in use and emptied in a timely manner. Trash receptacles are cleaned regularly.
- A program to control pests is utilized as needed to ensure sanitary food service conditions in accordance with *Idaho Food Code* requirements.

Sanitation Records

Documentation of sanitation practices must be recorded each day. Facility food service authorities (or their designees) are responsible for completing all sections of the daily "backsheet", to include:

- The facility name, date, and applicable menu day
- Morning and afternoon or evening inspections of the preparation, service, and dining areas
- Inspection of all food storage areas and dish washing sinks and machines, to be conducted each morning and afternoon or evening

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- Inspection of inmate workers for appropriate hygiene and signs of illness, to be completed prior to the start of preparation of each meal
- Inspection of the serving line for appropriate head coverings, glove use, serving utensils, and menu items, to be completed prior to the start of service of each meal
- Thermometer calibration, to be conducted a minimum of twice per week, and more frequently as needed
- Identification of the staff member(s) responsible for tool and chemical control
- Signature (printed or electronic) of the morning and afternoon or evening staff member(s) responsible for completing the inspections

3. IDOC Food Service Staff

The *Idaho Food Code* requires that food service operations have a staff ‘person in charge’ (defined by *The Idaho Food Code* as “the individual present at a food establishment who is responsible for the operation at the time of inspection”) on duty at all times during all food preparation and service. All IDOC staff persons who may be designated by *The Idaho Food Code* as the ‘person in charge’ must complete a state approved sanitation-training course. This includes all IDOC food service staff, as well as any IDOC security staff that participate in the oversight of food preparation or service, and all community reentry centers (CRC) security staff.

Illness Reporting Agreement

All food service staff, as well as any security staff who may provide food service relief duties, are required to sign a food borne illness reporting agreement. The facility food service authority must retain this agreement at all times while a staff member is employed in an IDOC food service or relief position.

Staff Training

All food service staff members are required to receive training on each of the standards addressed in this SOP upon initial hire. Staff members who have transferred from a food service position from one IDOC facility to another are to receive facility-specific food service training. Signed training logs for each food service staff person must be retained at all times while the staff person is employed in food service, and for a minimum of 24 additional months upon termination of food service employment.

Staff Schedules

Food service staff members (and/or appropriately trained security staff at CRCs) are responsible for oversight of the preparation and service of every meal. In addition, the lead food service staff member at each facility should personally observe the preparation and service of a minimum of 15 meals each month, to include:

- Two - breakfast meals
- Eight - lunch meals
- Four - dinner meals
- One - weekend meal

Documentation of these observations must be noted on the daily production and back sheets by means of a signature (printed or electronic) of the lead food service staff person, as well as verifiable by staff schedule.

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Schedules for all food service staff are prepared by the facility food service authority, approved by the facility head, and posted on the file server (food service, 'P' drive). Schedules must show a minimum of the current week plus three subsequent weeks. Any schedule changes made after the schedule is posted must be noted in red font/ink.

4. Inmate Workers

Facilities employ inmate workers to perform allowable food service duties under supervision from staff, as described in this SOP.

Inmate Worker Training

Prior to assignment of kitchen duties, inmate workers must receive training on: proper use of gloves and beard nets/hairnets, required hand washing procedures, food borne illness and cross contamination, appropriate food storage, safe chemical and equipment use, IDOC menus, recipes, and basic food preparation, as well as have read and completed the test for *Keep it Healthy! Food Service Employee Guide* (an Idaho Department of Health and Welfare food safety training resource). In addition, facility food service authorities should regularly provide refresher training as needed.

Inmate Worker Documentation

The facility food service authority must maintain complete hiring documentation for each inmate worker. Documentation must include, at a minimum, a signed and dated 'illness reporting agreement', as well as a signed and dated training log that includes the inmate's hire date, the training topics covered, and a signature from the inmate indicating his comprehension of the material and agreement to comply with all standards taught at all times while working in food service.

Inmate worker documentation must be retained at all times while the inmate is employed in food service, and for a minimum of 3 additional months upon termination of food service employment.

Inmate Worker Schedules

The facility food service authority is responsible for maintaining a daily inmate worker schedule that includes each inmate's name, IDOC ID number, job role/position title, and the daily shifts (starting and ending times).

5. Nutritional Requirements and Menu Development

Inmates' nutritional needs are met by offering a variety of foods each day. A minimum of 19 meals are provided each week. Meals are served at regular intervals, with no more than 14 hours between two consecutive meals. Food must not be used to reward or punish.

A master menu is prepared by the dietary services manager and must be followed by all facilities. The menu must meet recognized standards for good nutrition and be analyzed for nutritional composition. A registered dietitian must review the menu for nutritional adequacy a minimum of two times per year. Compliance with this menu, including following the designated recipes and preparation instructions, utilizing the specified ingredients from an approved vendor, and serving the designated portion size, is required of all IDOC-operated facilities.

The master menu must be posted on the file server (food service, 'P' drive) and include:

- Mainline, selective and medically-ordered diet menus (male and female) that include specific food items and portion sizes

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- Menus for holiday meals and work camps
- Sizeable recipes
- Preparation specifications

Substitutions or changes to the master menu by the facility food service authority in the following cases require approval in advance by the facility head:

- Inadequate supply to feed entire population
- Shortage by contract supplier
- Facility need due to lock down, escape or mechanical failure/limitations

Any substitutions outside of the above instances must be approved in advance by the dietary services manager.

All substitutions must be documented on the daily production record and be of a like item with similar nutritional composition based on the food supplies available. Substitutions must be reviewed by the dietary services manager and in some circumstances, a registered dietitian, to ensure nutritional standards are maintained.

Special holiday meals are planned and served on the following days:

- December holiday dinner (December 25th)
- Thanksgiving holiday dinner (4th Thursday in November)
- July 4th holiday meal (July 4th)

Inmates participating in a selective diet are permitted to eat the mainline holiday meal on these three days, in lieu of their selective diet, without being deemed “non-compliant” (see SOP 404.02.01.003, *Diets for Inmates: Selective, Medical, Special Provision, and Infirmary*). Special diet holiday meals must be available for inmates who prefer to continue their selective diet on these days.

6. Food Purchase Contracts

Food purchases must be made from approved contractors based on specified allowable products and contract prices. The dietary services manager assists contract officers and/or purchasing agents at IDOC central office in preparing food bid specifications. Once a food vendor contract is awarded, the dietary services manager acts as the liaison between the IDOC and the contractor to facilitate related activities and provide contract oversight, including:

- Keeping vendor apprised of menu and product needs
- Reviewing and approving order guides
- Reviewing and approving product substitutions by the vendor
- Monitoring internal and external stakeholder’s compliance with the terms and conditions of the contract
- Evaluating bid price changes and monitoring for contract compliance
- Disseminating contract information to food service staff, including changes to products, prices, deliveries, and any other pertinent information

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- Providing food service staff with an updated approved contractor delivery driver list, based on successful completion of the background clearance process

7. Food Ordering and Receipt of Supplies

It is the responsibility of facility food service authorities to ensure that the correct food items in the required quantities are available at the facility when they are needed for preparation.

Food Orders

Facility food service authorities (or their designees) are responsible for preparing weekly food orders in accordance with approved food supply lists and menu requirements. The dietary services manager provides order guides that are sizable based on the menu and population count, which can be used as a tool to calculate orders.

Food orders must be made utilizing the contractor's available technology and according to contractually obligated ordering schedules, (standing orders may be established at the vendor's discretion). Facility food service authorities must verify the accuracy of their orders by reviewing order confirmations and correcting any discrepancies.

Delivery Receiving

Proper food receiving is a critical step in ensuring the quality and accuracy of products delivered. At the time of delivery, facility food service authorities (or their designees) are responsible for:

- Ensuring that the driver is approved to deliver to IDOC facilities
- Providing direction to the delivery driver for unloading products from the truck (any further placement of supplies is determined by the delivery person and IDOC staff)
- Ensuring that no inmates are permitted to enter any part of the delivery vehicle
- Inspecting each item received for quality (look for signs of compromised packaging, freezer burn, improper holding temperatures, pests, or spoilage, and refusing all products that are not of sound quality)
- Verifying that each item invoiced matches the items and quantities received, and the items and quantities received match the order
- Monitoring delivery invoices for pricing accuracy
- Notifying the delivery driver and the dietary services manager of any quality concerns, shortages, credits, and/or returns and making note of each on the invoice
- Signing the delivery invoice and receiving a copy of the invoice, including notes (as described above) and signatures of both the receiving staff member and the delivery driver
- Dating all received products and transferring them to the appropriate storage locations, using the "first-in, first-out" stocking method
- Within 72 hours of receipt, submitting the delivery invoice to the fiscal unit at central office for payment

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8. Production Forecasting and Meal Planning

Facility food service authorities are responsible for monitoring the number of meals served each day (by diet type) and using this trend data, along with population size and any other pertinent information, to plan food orders and meal production.

Food Pulls

An accurate and efficient food pull process is critical to managing production in a fiscally responsible manner, with a minimum of over-production and waste. For each meal, the facility food service authority (or their designee) must print sized recipes based on the forecasted production requirements. The recipe cards (or another pull sheet template approved by the dietary services manager) are to be used to record daily food pull information, including food item types and quantities.

A food service staff person should be designated to conduct the daily food pulls in advance, allowing adequate time to identify and correct any supply shortages. Food pulls must be in accordance with the prepared pull sheets and only include the quantities needed of each ingredient (with cases opened and the required quantities separated). Any additional items pulled must be noted on the pull sheets, including justification for the excess pull.

Food storage areas must be directly monitored at all times during food pulls and restocking and remain locked at all other times. Inmates are to be prohibited from participation in the food pull process, unless directly supervised by staff.

The facility food service authority is responsible for verifying that pull lists were followed and inventory levels are appropriate. If applicable, any spoilage, theft, or loss must be documented on the food cost report.

9. Meal Preparation

Facility food service authorities are responsible for ensuring that meals are prepared in accordance with approved menus and planned quantities and that staff and inmate workers practice safe food handling.

The dietary services manager is responsible for creating production record templates that include each day's menu, as well as fields for recording the date, facility name, population count, number of meals prepared and served for each diet type, food temperatures, substitutions, and leftovers. This template must be updated each time there is a substantial menu or process change.

All meals must be prepared and documentation of meal production completed according to the steps below:

Functional Roles and Responsibilities	Step	Tasks
Facility Food Service Authority (or Designee)	1	<p>For each meal period:</p> <ul style="list-style-type: none"> On the daily production record, record the name and number of portions of each food item being prepared. Monitor food preparation and ensure compliance with food safety regulations. Verify that appropriate production techniques and recipes are being followed. Taste and inspect meals for quality assurance

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Functional Roles and Responsibilities	Step	Tasks
Facility Food Service Authority (or Designee)	2	Prior to service: <ul style="list-style-type: none"> • Test and record the temperatures of each food item being served that requires “time/temperature control for safety” according to the <i>Idaho Food Code</i>. • Designate appropriately sized serving utensils, and provide instruction to inmate workers on proper serving techniques and portion sizes. • Prepare a sample food tray that is compliant with the menu and portion size requirements, as a visual guide for staff and inmate workers.
Facility Food Service Authority (or Designee)	3	During service: <ul style="list-style-type: none"> • Monitor the serving line to ensure that the correct food items and portions are provided. • Sign the production sheet, indicating staff inspection of all aspects of the meal being served.
Facility Food Service Authority (or Designee)	4	Upon completion of meal service: <ul style="list-style-type: none"> • Record the number of meals served for each diet type on the daily production record. • Record the amount of any leftover foods on the daily production record. • Ensure leftovers are covered, dated, labeled, and stored appropriately.
Facility Food Service Authority	5	Follow-up on any production or service issues with appropriate staff.

At the CRCs, observation may be completed intermittently throughout each meal preparation and service period. Trained security staff members may be responsible for service observation when the facility food service authority is not on site. The staff member responsible for oversight must initial the production sheet, indicating they have reviewed the meal preparation and service.

10. Meal Counts

All locations are required to conduct and record counts of all meals and snacks prepared (based on the supplies used and the number of portions made using a sized recipe), and all meals and snacks served (based on actual number provided to the inmates). All food prepared and served must be included in these counts. The process must include a means to verify that the inmates receive the correct type of diet and are served no more than one meal per serving period.

Methods for manually counting meals are to be determined by the facility food service authority **and** facility head. The process must be addressed in a facility field memorandum and approved by the applicable division chief.

At some locations, a barcode scanner is used to record meals served in the dining room. Meals tracked by barcode scanner, as well as all meals transported to inmates outside of the dining room, must be counted and included in the numbers recorded on the daily production sheet.

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11. Inventory and Food Cost Reporting

An accurate accounting of food prices, supplies on hand (inventory), food usage, expenditures, and the actual number of meals prepared and served are the elements of food cost calculations and identifying an accurate plate cost. Food costs are based on food supplies actually used, not simply what was purchased.

Food Inventory

The dietary services manager is responsible for creating and updating, as needed, an inventory-reporting template that includes food items and prices. Facility food service authorities (or their designees) must use this template to record their facility's complete food inventory each Tuesday following the dinner meal (this time period marks the end of a reporting cycle and the beginning of the next reporting cycle). The inventory document is to be posted on the file server (food service, 'P' drive) by 5:00 pm on Wednesday, and the dietary services manager must be notified of any unexplainable fluctuations in inventory figures.

Food Cost Reporting

The dietary services manager is responsible for creating food cost reporting templates for use by each facility. The report templates should coincide with each week of the full menu cycle must include, at a minimum, the following fields:

- Food purchases (invoices and credits)
- Inventory figures (beginning and ending)
- Meal and snack counts (prepared and served)
- Daily population counts
- Vendor delivery compliance
- Food inventory transfers
- Food loss information
- Budgeted population
- Calculated plate cost

Facility food service authorities (or their designees) are responsible for completing food cost reports weekly using the template provided. All sections of the report must be completed in their entirety, and with accurate information. The completed report is to be e-mailed to the dietary services manager by 5:00pm each Friday. Any changes to the report information after submission must be communicated by the facility food service authority to the dietary services manager.

The dietary services manager monitors food costs by reviewing weekly food cost reports and trends and communicating to the facility food service authority any discrepancies or unusual or missing information, and requesting any corrections needed.

As well, the dietary services manager prepares an annual IDOC-wide food cost report. The annual report is to be updated and disseminated monthly to interested staff.

12. Audits and Administrative Oversight

The dietary services manager is responsible for providing direction and technical assistance to food service staff as needed to ensure compliance with this SOP, as well as monitoring

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compliance with the guidelines delineated by this SOP by way of periodic site visits, formal annual audits, and regular, on-going communication with the facility food service authority(ies).

Annual Audits

The food service operation at each IDOC-operated facility is audited annually, at a minimum, for compliance with all IDOC food service-related policies, SOPs, and memorandums; as well as Idaho Food Code requirements.

The dietary services manager must conduct on-site audits, which are an assessment of food service operations based on:

- IDOC food service-related policies and SOPs
- National Commission on Correctional Health Care (NCCHC) standards
- American Correctional Association (ACA) standards
- Idaho Food Code requirements
- Idaho Statutes

Within 30 days of the on-site review, audit findings must be communicated to the lead food service authority, the IDOC quality assurance manager, facility head, division chief, and IDOC deputy director. If applicable, the facility food service authority, in collaboration with the facility head, must prepare a corrective action plan that describes the actions and timelines to correct any deficiencies found. This plan must be completed and submitted to the dietary services manager within 30 days of receipt of the audit report.

The dietary services manager provides guidance to the food service authority as needed to assist with corrective action implementation, as well as conducts follow-up reviews if necessary, to ensure that corrective actions have been implemented satisfactorily and in accordance with the approved plan timeline.

13. Food Service Satisfaction Survey

The dietary service manager must conduct an annual survey of up to 25% of the inmate population, to determine the level of satisfaction with food services. The survey includes inmates from both IDOC-operated facilities and contract beds. Findings are reported by individual facility and for the IDOC as a whole and made available to staff and inmates.

The dietary services manager analyzes the survey for over-arching themes and potential areas for improvement, both facility-specific and for the IDOC as a whole, and develops a plan of action if required to address areas of concern.

14. Records Retention

The facility food service authority is responsible for maintaining all hard copy documentation as part of this SOP for a minimum of 24 months following the documentation date.

All electronic records pertaining to this SOP must be maintained on the food services 'P' drive. Archived documentation that is more than 24 months old may be retained by the dietary services manager, separate from the food services 'P' drive.

REFERENCES

Idaho Code, Title 39, Chapter 16, Section 39-1604, *License Requirements for Food Establishments*

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IDAPA 16.02.19, Rules of the Department of Health and Welfare, *Food Safety and Sanitation Standards for Food Establishments (The Idaho Food Code)*

Standard Operating Procedure 404.02.01.003, *Selective and Medical Diets*

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