



<b>SUBJECT:</b> <b>Food Service Operations</b>	PAGE <u>  1  </u> OF <u>  12  </u>
	NUMBER: <b>60-FSM-02</b>
<b>RULE/CODE REFERENCE:</b>	<b>SUPERSEDES:</b> 60-FSM-02 dated 02/02/15
<b>RELATED ACA STANDARDS:</b> 4-4313 thru 4-4317, 4-4326 thru 4-4328; 2-CO-4C-01; 1-HC-1A-37	<b>EFFECTIVE DATE:</b> January 12, 2017
	<b>APPROVED:</b> 

**I. AUTHORITY**

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

**II. PURPOSE**

The purpose of this policy is to establish procedures that guide food service operations within the Ohio Department of Rehabilitation and Correction (DRC) and accomplish the mission of providing quality food service to inmates and staff in the prison system while complying with quality, safety, and sanitation standards.

**III. APPLICABILITY**

This policy applies to all employees, contractors, and contract providers of the Ohio Department of Rehabilitation and Correction (DRC) and, in particular, DRC food service administrators and the Corrections Training Academy (CTA) as applicable. The Division of Parole and Community Services (DPCS) is exempt from this policy.

**IV. DEFINITIONS**

**Contract Compliance** - Adherence to all the stipulations set forth in the current food service contract governing the operations and management of all DRC food service operations.

**Contract Staff** - An employee of the contractor.

**Contractor** - The company and its agents currently in contract to provide the operations and management of DRC food service operations.

**Department Staff** - An employee of the Ohio Department of Rehabilitation and Correction (DRC).

**Food Service Contract** - The signed document between the Ohio Department of Rehabilitation and Correction (DRC) and the contractor which details how all DRC food service operations shall be managed.

**Food Service Manager** - An employee of the contractor with the responsibility of managing food service operations for the contractor.

**Food Service Manual** - The approved procedure manual supplied by the contractor which details food service operations pertaining to the contract.

**Regional Contract Monitor** - An employee of the DRC with the responsibility of monitoring the Contractor for contract compliance.

## V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to provide an efficient food service operation within each facility that meets the dietary needs of the inmate population in accordance with all applicable standards, DRC policies, and regulations.

## VI. PROCEDURES

### A. Administration

1. The Regional Contract Monitor shall visit the institutions on a monthly basis to observe the operation of the food service department. The Regional Contract Monitor shall monitor contract compliance, adherence to the Food Service Manual, and DRC policies.
2. The Regional Contract Monitor shall communicate compliance and deficiencies in performance to the contractor and follow up on corrective action(s) related to performance compliance during the exit meeting. This shall be accomplished by distribution of a food service metrics report.
3. If the metrics score generated in the report is less than 86% the Regional Contract Monitor shall require an action plan from the food service director and conduct a follow up visit within thirty (30) calendar days. If the metrics score is less than 75% the Regional Contract Monitor shall require an action plan from the food service director and conduct a follow up visit within fourteen (14) calendar days.
4. A quarterly food service report prepared by the Regional Contract Monitor shall be submitted to the managing officer, Division of Business Administration (DBA) deputy director, DAS contract monitor and the contractor's regional manager for review and action. The report shall document contract compliance.
5. Inventory and Usage Report
  - a. The Food Manager's Usage and Inventory Report (DRC2302) shall provide information which reports the following:
    - i. Average cost per meal;

- ii. Monthly food usage value; and
  - iii. Monthly total meals served.
- b. The Food Service Manager shall complete the monthly Food Manager's Usage Report (DRC2302). The Food Manager's Usage and Inventory Report (DRC2302) shall be forwarded to and reviewed by the institution's managing officer's designee responsible for supervising food service and then forwarded to the Regional Contract Monitor no later than the 15<sup>th</sup> day of the month. The reporting days shall begin on the first day of the contractor's billing cycle and shall end on the last day of the contractor's billing cycle.
- c. Accurate records of all meals served shall be maintained through a meal counting system or procedure approved by the Office of Acquisition and Contract Compliance.
6. The contractor shall provide meals in accordance with the master menu. The Food Service Manager shall electronically forward a menu substitution record to the dietary operations manager within the Office of Correctional Health Care on a weekly basis for review. Any substitutions or changes shall be in accordance with the production guidelines/menu instructions as written by the dietary operations manager and reviewed and approved in advance by the dietary operations manager. All substitutions must be documented and submitted to Regional Contract Monitor in the monthly report. Monthly reports shall be reviewed for unapproved substitutions by the dietary operations manager and Regional Contract Monitor.
- a. Menu substitution records shall consist of a list of all food items omitted, item substitution, reason for substitution, and the meal that the substitution occurred.
  - b. Menu substitutions shall be listed by using the working menu portion of the Daily Food Production Record/Cooks Worksheet (DRC1181) and the online Menu Substitution Record (DRC5274).
  - c. The working menu portion of the Daily Food Production Record/Cooks Worksheet (DRC1181) shall be submitted as an attachment to the online Menu Substitution Record (DRC5274).
7. The contractor shall create a quality control program that will ensure the quality of food service operations. The contractor shall conduct a weekly survey of inmates to determine the quality of food prepared and served on the Weekly Inmate Meal Evaluation form (DRC4228). Results shall remain on file for sixty (60) days in the food service office for review by the contract monitor.
- a. If less than 80% of meals are of good quality for two (2) consecutive weeks, a corrective action plan must be developed and implemented in coordination with the Regional Contract Monitor.
  - b. The Food Service Manager shall submit a monthly quality control report to the managing officer and Regional Contract Monitor.

- c. The contractor shall develop and supply a written quality control manual for each institution designed to maintain a consistent level of high quality service. The quality control manual must reflect a formalized, internal inspection format, providing daily, weekly, and monthly inspections.

## B. Purchasing Procedures

1. Food purchases shall be made in a timely and appropriate manner to ensure necessary food product availability for all planned menu items.
2. Food purchase levels shall be established based upon recipe formulation and meal attendance. Inventory levels of all food purchases shall be rotated to reflect a First In, First Out (FIFO) procedure.
3. Non-perishable and frozen food purchases shall not exceed a storage life of more than ninety (90) days post delivery date from supplier.
4. Perishable food purchases shall be properly sealed, labeled, and maintained under refrigeration of 35<sup>0</sup> to 40<sup>0</sup> Fahrenheit and shall not exceed a shelf life in accordance with type:
  - a. Poultry 1-2 days
  - b. Beef, Veal, and Lamb 3 to 5 days
  - c. Ground Meats 1 or 2 days
  - d. Eggs 3 to 5 weeks
  - e. Potentially Hazardous foods
    - i. Prepared on site 1-2 days
    - ii. Commercially packaged 7 days
5. Orders for meat purchases through the Ohio Penal Industry (OPI) shops shall be placed in accordance with OPI (Meat Processing Career Center) procedures. Orders for milk purchases shall be processed in accordance with procedures established by the Office of Acquisition and Contract Compliance (OACC). Copies of food orders and requisition worksheets shall be maintained at the institution for review by the Regional Contract Monitor during site visits. All purchases of food should be made at wholesale and other favorable prices.
6. Monitoring of Storage Temperatures and Storage Areas
  - a. All food supplies shall be stored in a clean, dry, temperature controlled storage facility. Refrigerated foods shall be stored at 35<sup>0</sup> to 40<sup>0</sup> Fahrenheit, frozen foods at 0<sup>0</sup> Fahrenheit or below, and recorded daily on the Daily Food Production Record/Cooks Worksheet (DRC1181) for internal storage facilities and on the Warehouse Temperature Form (DRC1774) for external/warehouse facilities. All food supplies used in staff dining areas shall be recorded on the Staff Dining Food Production Record (DRC1207e). Temperatures shall be taken using a metal stem-indicating thermometer to check food temperatures. A dial or digital wall or shelf thermometer shall be used in dry and cold storage areas. Infrared thermometers are prohibited.

- b. Dry storage goods shall be stored within the temperature range of 45<sup>0</sup> to 80<sup>0</sup> Fahrenheit and recorded daily on the Daily Food Production Record/Cooks Worksheet (DRC1181) for internal facilities and on the Dry Storage Temperatures (DRC1775) for external/warehouse facilities.
  - c. All food supplies shall be stored at least four (4) inches from the walls and six (6) inches above the floor, not under sewer lines or near chemicals. Wooden pallets may be used in external institution warehouse only for storage of canned goods and other non-absorbent containers. Wooden pallets shall be removed from all food service areas immediately after food products from deliveries have been placed into dry and/or cold storage areas.
  - d. All external food storage area temperatures (i.e., warehouse) must be recorded daily, including weekends and holidays. Alarmed external storage areas satisfy this requirement when the following components are in place:
    - i. A weekly process to ensure that the alarm is working and the information is documented.
    - ii. A written plan to direct contract and/or department staff on actions in the event of alarm failure and staff training on procedures.
  - e. Temperatures of food deliveries stored in cold and dry storage areas shall be maintained. Temperatures and any corrective actions taken shall be documented on the Food Service Daily Checklist (DRC1595).
7. Inventory Monitoring
- a. The Food Service Manager shall ensure proper management of food and supplies for quantity, quality, handling and distribution to the point of use in accordance to department policies and financial management practices.
  - b. All food supplies shall be inventoried at a minimum of once per month to ensure inventory accuracy.
  - c. Additional controlling methods shall be taken for food supplies considered a high risk to security as determined by the managing officer/designee.

### **C. Facility Meal Service**

- 1. Each facility shall provide three (3) nutritionally balanced meals to the inmate population during each twenty-four (24) hour period. Two (2) of the meals shall be hot. There shall be no more than fourteen (14) hours between service of the evening meal and the next day's breakfast meal in all institution feeding locations including the satellite feeding areas.

2. All facilities shall follow the DRC cycle menu. The dietary operations manager shall evaluate the cycle menu plan, with input from contract and/or departmental field staff, following USDA Dietary Guidelines for Healthy Americans 2010. The dietary operations manager shall review the cycle menu annually to ensure that the DRC follows nationally recommended allowances for basic nutrition. The cycle menu shall take into account all foods necessary to maintain proper nutritional health, based on recommended standards that have been established by the USDA Dietary Guidelines for Healthy Americans 2010. This pre-planned schedule of meals is designed to minimize repetition and increase efficiency in the areas of preparation, ordering, cost containment, and inventory.
3. Meal variations from the cycle menu may be allowed during major holidays and emergency operations provided that basic nutritional goals are satisfied. The dietary operations manager and the Regional Contract Monitor shall be notified of such variations.
4. The Food Service Manager shall ensure the Hazardous Analysis Critical Control Point (HACCP) plan is enforced when food items are prepared in-house. This includes, but is not limited to: (i.e., pooling of raw eggs, meat patties from raw meats, meat salads and other applicable food items outlined in the HACCP procedure).
5. Main line menus shall be followed and prepared in a healthy manner that takes into consideration food flavor, texture, temperature, appearance, and palatability. Food shall be prepared following an approved recipe source designated by the dietary operations manager.
6. Menus shall be posted in visible locations in the institution dining rooms and in inmate living areas and staff dining areas.
7. The Food Service Manager shall receive instruction from the dietary operations manager on proper menu substitutions when a menu cannot be followed. Food Service Managers shall contact the dietary operations manager if additional clarity is required.
8. At the beginning of each meal, a sample tray shall be prepared and saved for a minimum of seventy-two (72) hours and used in the event of an outbreak of a food borne illness. Sample trays for all meals, shall consist of the portion amounts consistent with the DRC cycle menu and shall be properly wrapped, dated, and preserved in a designated area of the freezer for seventy-two (72) hours. Sample trays shall be discarded in a sanitary manner after seventy-two (72) hours.
9. The Food Service Manager shall conduct quarterly serving size evaluations to verify adherence to established basic daily servings using the Quarterly Serving Size Evaluation (DRC1779).
10. Meals shall be served under conditions that minimize regimentation while offering direct supervision of inmates by DRC employees and/or contract providers. Meal service shall be supervised by DRC employees and/or contract providers.

11. Each dining area within a facility shall be clean, aesthetically appealing, sanitary, and appropriately illuminated. Space shall be available in the general population dining areas for group dining and seating arrangement must be available for disabled inmates and must also be appropriately located.
12. Hair covers are a requirement of all persons working with or around food and shall be made accessible to inmates, contract, and DRC staff upon entrance into the food service area.
13. The Food Service Managers shall respond to inmates concerns of food preferences in accordance with DRC policy 50-PAM-02, Inmate Communication/Weekly Rounds.
14. Meal Service Procedures and Documenting Temperatures
  - a. Hot food shall be served at an internal temperature of 140<sup>0</sup> Fahrenheit or above and cold food shall be served at an internal temperature of 40<sup>0</sup> Fahrenheit or below. Bakery items (i.e., biscuits, cornbread, muffins, etc.) shall be served at an internal temperature of 50<sup>0</sup> to 90<sup>0</sup> Fahrenheit or above. These temperature requirements shall apply to all meals served to inmates, contract, DRC staff and visitors. Temperatures shall be taken using a metal stem-indicating thermometer to check food temperatures. A dial or digital wall or shelf thermometer shall be used in dry and cold storage areas. Infrared thermometers are prohibited.
  - b. Food temperatures shall be maintained for all meals served including satellite areas using the Daily Food Production Record/Cooks Worksheet (DRC1181). Temperatures of meals served in inmate dining areas, not to include restrictive housing, shall be taken just before serving time, midpoint during meal service, and just prior to the end of meal service. Meals delivered to satellite areas shall be served to the inmate(s) no later than thirty (30) minutes after delivery to the area.
  - c. Meals delivered by trays (i.e., hot trays) to satellite areas.
    - i. A sample tray shall accompany the delivery and shall be utilized for the temperatures recorded using the Daily Food Production Record/Cooks Worksheet (DRC1181).
    - ii. The sample tray shall be the first tray prepared and its temperature recorded at the time the meal is served. If temperature ranges of the sample tray do not meet the temperature standard all trays shall be returned to the food service department and discarded. New trays shall be made and re-delivered.
    - iii. This process shall be repeated until the sample tray meets the required temperature range.
    - iv. All trays shall be transported in a hot or cold temperature controlled transportation unit appropriate for the menu item.

- d. Meals served from bulk style delivery to satellite areas.
  - i. Hot food products shall be maintained in a hot temperature controlled storage unit during transportation and during meal service.
  - ii. Cold food products shall be maintained in a cold temperature controlled storage unit during transportation and during meal service or on ice during transportation and during meal service when a cold temperature controlled unit is not available.
  - iii. Temperatures shall be taken just prior to leaving the production area and recorded on the Cooks Worksheet (DRC1181) form. Upon delivery to the satellite area, temperatures shall be taken again and recorded on the Food Temperature Log/Satellite Areas (DRC1578). Temperature ranges of the food items delivered that does not meet the temperature standard shall be returned to the food service department and reheated until the acceptable temperature range is reached for service.
  
- e. Bag style service to outside work areas
  - i. Menu items for outside work crews may be changed from the standard DRC cycle at the discretion of the managing officer.
  - ii. Production guidelines shall remain in effect as guidance in serving a complete meal consisting of sources from the protein, vegetable, fruit and grain groups.
  - iii. Food items selected for outside meals shall have been prepared in accordance with food safety standards and stored at temperatures of 40<sup>0</sup> Fahrenheit.
  - iv. A sample sack meal shall be utilized for the temperatures recorded using the Daily Food Production Record/Cooks Worksheet (DRC1181).
  - v. Temperatures shall be taken just prior to leaving the production area for delivery to the work site supervisor or distribution to inmates on holidays.
  - vi. If temperature ranges of the sample sack meal do not meet the temperature standard, all sack meals shall be returned to the food service department and discarded.
  - vii. Work crews shall be permitted to reheat food items at work locations coordinated by the work crew supervisor when available.
  - viii. The Food Service Manager and the work crew supervisor shall coordinate the selection of menu items appropriate for the work site.

## 15. Daily Meal Sampling Evaluation

At the beginning of each meal, a second sample tray shall be prepared and evaluated daily by the administrative duty officer (ADO), shift supervisor, or designee. The ADO shall record an evaluation of all three (3) meals per day on the Daily Food Service Evaluation Form (DRC4233E): one by sampling a meal and the other two meals through communication with the shift supervisor or designee that sampled the other meals. If there was a menu substitution or the evaluation score is poor, a copy of the Daily Food Service Evaluation form (DRC4233E) shall be forwarded to the Regional Food Service Contract Monitor.

## 16. Food Contact Equipment/Utensil/Tableware Sanitation Procedures

- a. All food contact equipment, utensils and tableware to include, but not be limited to, pots, pans, etc. shall be sanitized using a high heat sanitizing method after they have been cleaned and rinsed using one (1) of the following:
  - i. After use;
  - ii. Before starting work with a different type of food; and
  - iii. After four (4) hours of continuous operation.
- b. Sanitizing Temperatures
  - i. Heat sanitizing in a dish machine shall have a final rinse of no more than 194<sup>0</sup> Fahrenheit and no less than 180<sup>0</sup> Fahrenheit.
  - ii. For a stationary rack, single temperature machine, 165<sup>0</sup> Fahrenheit.
- c. When the dish machine is designed not to or fails to meet the temperature requirement as outlined in DRC policy 60-FSM-02, the following methods are permitted: a chemical sanitizer may be used; single use tableware shall be used; or the following five-step, three-compartment sink process for manual washing:
  - i. Prior to washing, remove all excess food
  - ii. #1 sink – wash
  - iii. #2 sink – rinse
  - iv. #3 sink – sanitize
    - a) Heat sanitizing: Soak items for 30 seconds, minimal final sanitizing rinse water of 171<sup>0</sup> F.
    - b) Chemical sanitizing: Follow the manufacturer's guidelines for concentration, water temperature, contact time, water hardness and pH.
  - v. Air dry
- d. An irreversible thermometer, maximum registering thermometer, or a heat sensitive tape shall be available for use to check the temperature of items being sanitized.

17. All manual washing of food contact equipment shall be sanitized using a heat or chemical sanitizing solution. Chemical sanitizing shall be at/to the following contact time per sanitizing solution:

a. A chlorine solution shall have a minimum temperature based on the concentration and pH of the solution as listed in the following chart:

Concentration Range		Minimum Temperature	
ppm (mg/L)	pH 10 or less °F (°C)	pH 8 or less °F (°C)	
25-49	120 (49)	120 (49)	
50-99	100 (38)	75 (24)	
100	55 (13)	55 (13)	

b. An iodine solution shall have the following:

- i. Minimum temperature of 68<sup>0</sup> Fahrenheit (28<sup>0</sup> Celsius);
- ii. pH of 5 or less or a pH no higher than the level for which the manufacturer specifies the solution is effective; and
- iii. Concentration between 12.5 ppm (mg/L) and 25 ppm (mg/L).

c. A quaternary ammonium compound solution shall:

- i. Have a minimum temperature of 75<sup>0</sup> Fahrenheit;
- ii. Have a concentration as specified by the manufacturer's use and directions included in the labeling; and
- iii. Be used only in water with 500 ppm (mg/L) hardness or less or in water having hardness no greater than specified by the EPA-registered label use instructions.

18. Record daily cleaning, sanitizing, calibration of thermometers and any corrective actions taken on the Food Service Daily Checklist (DRC1595).

19. Water temperatures of the dish machine, pots and pan machine, and/or scullery shall be recorded three (3) times per day during each meal on the Daily Food Production Record/Cooks Worksheet (DRC1181). Staff dining areas shall use the staff dining food production record (DRC1207E).

20. When using a sanitizer, the ppm shall be recorded three (3) times per day during each meal on the daily food production record/cooks worksheet (DRC1181). Staff dining areas shall use the staff dining food production record (DRC1207E).

21. Weekly Inspections

a. The contractor shall conduct weekly inspections using Weekly Food Service Sanitation Report (DRC1495) in regards to food service related supplies and equipment to assure optimal cleanliness and suitability for continued use.

- b. A written and dated report of this inspection shall be submitted to the managing officer and Regional Contract Monitor within three (3) days of the inspection.

#### **D. HACCP Procedure**

1. The food product name, temperatures, times, and any corrective action for food items served in inmate dining areas shall be recorded on the Daily Food Production Record/Cooks Worksheet (DRC1181) form. Documentation for food items served to staff and visitors shall be recorded on the Staff Dining Food Production Record (DRC1207E).
2. Process #1 - (No Cook)
  - a. Keep food below 40<sup>0</sup> F
  - b. Cold holding or limiting time in the danger zone to inhibit bacterial growth and toxin production (e.g., limiting time would be holding at room temperature for four (4) hours and then discarding).
3. Process #2 - (Cook and Serve Same Day)
  - a. Cook to correct temperature. Serve at 140<sup>0</sup> F or above.
  - b. Cooking to destroy bacteria and other pathogens. Hot holding or limiting time in the danger zone to prevent the outgrowth of spore- forming bacteria
4. Process #3 - (Complex Food Preparation)
  - a. Limit time in the danger zone (40<sup>0</sup> – 140<sup>0</sup> F)
  - b. Cooking to destroy bacteria and other pathogens. Cooling to prevent the outgrowth of spore-forming bacteria. Hot and cold holding or limiting time in the danger zone to inhibit bacterial growth and toxin formation and reheating for hot holding, if applicable.
5. Foods brought into the institution from an external source for service to the inmate population must be purchased ready-to-eat and be wrapped in the original packaging. Foods must be maintained in a hot or cold temperature controlled unit until served. Cold food shall be held at 40<sup>0</sup> F or below and hot food shall be held at 135<sup>0</sup> F or above.
6. External groups that use the kitchen in the central food service area must do so under the supervision of a food safety certified employee designated by the institution.
7. When external caterers are used, the safety of food purchased is the responsibility of the caterer and the party responsible for serving the food.
8. Food safety education is provided to DRC and contract staff through the ServSafe Manager course.

**E. Records**

The contractor shall be responsible for maintaining all records and documentation as listed in the contract which is required to ensure adequate food service operations.

**F. Meetings**

1. The Food Service Manager shall conduct monthly meetings/training sessions with the contract food service staff in accordance with DRC policy 01-COM-04, Monthly Staff Meetings.
2. Information disbursed to contract staff shall consist of updates to food service operations occurring at the institution level and appropriate communications from the Operation Support Center.
3. Quarterly meetings shall be held involving the Regional Contract Monitor, DAS contract monitor, DRC DBA chief, regional manager, and contractor's management to review monthly food service reports, forecasting of meals, and contractual issues.

**G. Equipment**

The contractor and institution staff shall jointly conduct a yearly inventory of all institution purchased equipment.

**Related Department Forms:**

Daily Food Production Record/Cooks Worksheet	DRC1181
Staff Dining Food Production Record	DRC1207E
Weekly Food Service Sanitation Report	DRC1495
Food Temperature Log / Satellite Areas	DRC1578
Food Service Daily Checklist	DRC1595
Warehouse Temperatures	DRC1774
Dry Storage Temperatures	DRC1775
Quarterly Serving Size Evaluation	DRC1779
Food Manager's Usage and Inventory Report	DRC2302
Weekly Inmate Meal Evaluation form	DRC4228
Daily Food Service Evaluation	DRC4233
Menu Substitution Record	DRC5274