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Food Service Management	ACA Standards: 2-CO-4C-01, 4-4015, 4-4313, 4-4314, 4-4315, 4-4316M, 4-4321-1, 4-4322M, 4-4324M, 4-ACRS-4A-01M, 4-ACRS-4A-04M, 4-ACRS-4A-04-1		
Joe M. Allbaugh, Interim Director Oklahoma Department of Corrections		Signature on File	

Food Service Management

For the purpose of this procedure, the term “inmate” will apply to anyone under the custody or care of a prison or a community-based facility operated by or contracted with the Oklahoma Department of Corrections (ODOC).

I. Dietary Services

The administrator of Agri-Services will serve as coordinator of Dietary Services. Duties include monitoring procedures pertaining to food service, maintaining regular contact with facility heads and food service managers regarding food service matters, and developing the master menu with the assistance of a

registered/licensed dietitian. The dietitian will review the menus on an annual basis to ensure nutritional adequacy in conformance with national standards. (4-4316M, 4-ACRS-4A-01-M)

II. Food Service Staff Responsibilities

A. Food Service Manager (4-4313, 4-4314, 4-4321-1, 4-4324M)

The food service manager will coordinate the provision of food service at the facility.

1. The food service manager will develop specific duties for each food service position. Copies of specific duty descriptions for staff will be maintained at the facility's personnel office and food service office.
2. The food service manager will accomplish the following tasks:
 - a. Plan, control, direct, and evaluate food service;
 - b. Manage budget resources;
 - c. Establish and maintain sanitation and safety standards;
 - d. Provide nutritionally adequate meals and evaluate inmate acceptance of each meal;
 - e. Ensure meals adhere to the approved master menus;
 - f. Identify food, equipment, and supply needs;
 - g. Determine equipment requirements and layout design;
 - h. At least once per quarter, menu evaluations will be conducted, to include verification of established daily servings; (4-4316M)
 - i. Conduct or arrange training for staff and/or inmates as needed to enhance operational efficiency, maintain a quality food service program, and assist the food service specialists in the daily management of the food service unit, especially in the sanitation, safety, food preparation, and presentation areas;
 - j. Prepare, distribute, and post work schedules for all food service staff members. The posted schedules will not be changed except in case of an emergency unless there is prior approval by the food service manager or designee; and
 - k. Provide training in the use of food service equipment and safety for staff and inmates; and(4-4321-1)

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- I. Maximize appropriate menu substitutions through use of “spot buy” and other food items available through Agri-Services.”

B. Food Service Managers/Specialists

1. Under the supervision of the facility food service manager or designee, the food service manager/specialists will supervise food service functions.
2. The food service manager/specialists will accomplish the following tasks:
 - a. Supervise inmate workers;
 - b. Proper food storage;
 - c. Proper preparation and presentation of palatable meals in accordance with the approved menus; and
 - d. Maintain nutritional, budgetary and sanitary standards.

C. Food Service Security Personnel

Correctional officers may be assigned to the food service unit by the facility head or designee.

III. Staff Meetings

A. Monthly Facility Staff Meetings

The facility food service manager at each facility will hold monthly staff meetings. Minutes will be maintained and copies will be forwarded to the facility head for review. Monthly meetings will address the unit operation, accident prevention, suggested improvements to the delivery of service, and any other area as needed. (4-4015)

B. Agency-Wide Meetings

The administrator of Agri-Services will coordinate food service meetings. Facility heads will be notified in advance of all meetings and a representative from each facility will attend. The agenda for these meetings will be determined and approved by the division manager of Field Services. The meeting may include, but is not limited to, a review of the master menu and supplements, discussion of updates in the food service area and, if necessary, provisions for training will be provided.

IV. Health Standards for Food Service Workers

No person known or suspected of being infected with a food borne illness will work in a food establishment where there is the likelihood of contaminating food or food-contact surfaces with pathogenic organisms or transmitting diseases to other persons. This also includes persons that are carriers of organisms that cause communicable diseases, persons who have a boil, an infected wound, diarrhea or an acute respiratory infection. All persons working for food service are required to wash their hands upon reporting to duty and after using toilet facilities. (4-4322M)

A. Medical Screening (4-4322M)

A post-offer employment physical examination will be conducted on all food service personnel in accordance with [OP-140116](#) entitled "Employee Physical Examinations and Medical Screenings."

1. Physical examinations for food service employees and food service workers are conducted to identify any infectious conditions that would prohibit an individual from working in the food service area.
2. Inmates newly assigned to food service will receive an examination to identify any infectious condition which would prohibit the inmate from working in the food service area. The "Food Services Work Permission Slip" will be completed by the medical provider or designee and forwarded to the food service manager. Routine re-examination will only be required as designated in [OP-140115](#) entitled "Health Assessment."

B. Return to Work

Both food service employees and inmates will require medical clearance to resume food handling after being diagnosed with an infectious illness.

1. Inmates will not resume food handling until cleared by the Medical Services Unit. Inmates returning to work after an infectious illness must have a new "Food Services Work Permission Slip."
2. Any food service employee diagnosed with a contagious illness will not resume food handling until cleared by a licensed physician. Medical clearance for employees will be according to [OP-140116](#) entitled "Employee Physical Examinations and Medical Screenings."

C. Health Restrictions

Individuals with the following conditions will not receive medical clearance for food service work:

1. Clinically active Hepatitis A;

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2. Open and/or draining skin lesions;
3. Clinical jaundice; or
4. Any other chronic and/or actively infectious diseases that could be transmitted by food or utensils.

D. Compliance to Regulations Outside of the Agency

Each facility will follow state/county/city health agency requirements for employment of food service workers. (4-4322M, 4-ACRS-4A-04M)

V. Inmate Food Service Workers

A. Assignment of Food Service Workers

1. Inmate food service workers will be assigned in accordance with agency classification procedures, [OP-030103](#) entitled "Offender Job and Program Assignments" and upon clearance by the facility's Medical Services Unit.
2. Inmate food service workers will be assigned job positions by the food service manager or designee.
 - a. Inmate workers will receive orientation immediately upon assignment to their food service duties.
 - b. Inmate food service workers will be under the direct supervision of the food service manager/specialist. Inmates will not be supervised by other inmates.
 - c. Inmates will abide by rules as established in agency/facility regulations with regard to inmate behavior and personal appearance while in the food service area.

B. Training of Inmate Workers

1. A job description will be developed for each inmate job assignment as outlined in [OP-030103](#) entitled "Offender Job and Program Assignments." Prior to an inmate being placed on a job assignment, the food service manager or designee will review the inmate job description for the particular assignment with the inmate.
2. Safety and sanitation training will be in accordance with [OP-070201](#) entitled "Food Service Operations and Inspection Standards." The sessions will be conducted by facility food service staff monthly for all inmate food service workers and documented accordingly.

C. Monthly Evaluations

Food service manager/specialists will complete a monthly evaluation on each inmate food service worker in accordance with the "Monthly Offender Evaluation Time Credit Report" ([DOC 060211M](#)).

VI. Procurement of Food and Supplies

Procurement will be in accordance with state law and agency policy.

A. Agri-Services Unit Purchases

1. Beef, pork, bulk milk, lunchmeats, processed foods and any other food product available through Agri-Services will be purchased from the Agri-Services unit.
2. The Agri-Services unit will provide documentation to each food service facility showing that all food items produced within the system meet government inspection levels as appropriate.
3. Based upon agency needs and the approved master menu, food products provided by the Agri-Services unit will be available for purchase from the Agri-Services unit until supplies are exhausted. Agri-Services will provide documentation to each facility when items cannot be supplied.

B. Mandatory State Contracts

1. Food and supplies not available through the Agri-Services unit will be purchased from state use vendors if the items required are on a mandatory state use contract.
2. Food and related items that are not available through the Agri-Services unit or through a state use contract will be purchased from the statewide prime vendor/food distribution contract.

C. Emergency Purchases of Food

If the required food or supply item is one that is available from Agri-Services, a state use contract, or the statewide prime vendor/food distribution contract it is mandatory for that item to be purchased from these sources (listed in order of priority), unless an appropriate waiver has been obtained through the manager of Contracts and Acquisitions.

VII. Inventory Control Procedures

The facility head or designee will ensure that no more than a two-week supply of food items purchased from Agri-Services or the prime vendor contract and a one-

month supply of all other food items are on inventory in the warehouse. Inventory of the expendable supply will be conducted monthly by the facility head's designee. Copies of the monthly inventory will be forwarded to the facility head and a copy maintained by the facility business manager. Deficiencies will be brought to the respective division manager's attention.

VIII. Food Service Records and Reporting Procedures

Each food service unit will maintain fiscal management and food services administration records within the food services unit.

A. Record Keeping (4-4315)

1. Daily Work Production Schedule

- a. The food services unit will maintain a daily record using the "Daily Work Production Schedule" ([OP-070201](#), [Attachment A](#)).
- b. The report will include at a minimum, the number of meals prepared at the facility, number of meals served (to include numbers of inmates/residents, employees, and visitors), number of modified diets served, actual food items served, supplies taken from storage warehouse, substitutions from the master menu, and amounts of food waste.
- c. The report will be the basis for ordering food service supplies and will be periodically reviewed and audited by the facility head or designee to identify any problem areas.

2. Daily Food Service Record

All meals prepared and served will be recorded on the "Daily Food Service Record" ([Attachment A](#), attached). Each food service unit within the agency will maintain the "Daily Food Service Record" which shall be available for review upon request.

B. Cost Analysis (4-4314)

The facility's food service operation will use practices to assist with efficient budgeting, purchasing, and utilization of food products that include, but are not limited to, the following areas:

1. Food expenditure costing to determine cost per meal per inmate. This figure will be calculated using the total food expenditure for the month divided by the number of meals prepared; it is not to include the cost of other items or supplies.
2. Utilization of contract terms and features to ensure most favorable pricing for purchases of food and supplies.

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3. Inmate eating preferences.
4. Periods of storage for perishables and non-perishables.
5. Food service equipment, repair and associated costs.

IX. Food Service Licensing

- A. Each food service operation in DOC will maintain a valid license issued by the Oklahoma State Department of Health pursuant to 63 O.S. §1-106 and 1-1118.
1. Annually, the facility head will ensure the application for licensing is submitted to the Oklahoma State Department of Health for food service, canteen operations and the food warehouse.
 2. Fees associated with the required licenses are the responsibility of the facility.
 3. A valid license will be posted in each food service facility.
 4. Licenses are not transferable.

X. References

Policy Statement No. P-070100 entitled "Provision of Food Services"

OP-030103 entitled "Offender Job and Program Assignments"

OP-070201 entitled "Food Service Operations and Inspection Standards"

OP-140115 entitled "Health Assessment"

OP-140116 entitled "Employee Physical Examinations and Medical Screenings"

59 O.S. § 1721 - 1739

63 O.S. § 1-1102

63 O.S. § 1-1118

XI. Action

The division manager is responsible for compliance with this procedure.

The associate director of Field Operations is responsible for the annual review and revisions.

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Any exceptions to this procedure will require prior written approval of the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-070203 entitled "Food Service Management" dated October 16, 2014

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 060211M	"Monthly Offender Evaluation Time Credit Report"	OP-060211

<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	"Daily Work Production Schedule"	OP-070201
Attachment A	"Daily Food Service Record"	Attached