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POLICY AND ADMINISTRATIVE PROCEDURE Manual of Policies and Procedures				

Title <i>THE DEVELOPMENT AND DELIVERY OF FOODSERVICES</i>

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8) IC 11-10-3-4(a)(6) IC 11-11-4-1(a)(1) IC 11-11-5-4(a)(6) 11-11-6-2(a) 410 IAC 7-24	00-02-201 00-02-301 01-02-101 01-03-101 02-03-102 02-03-107 02-03-109 02-04-102 04-01-101 04-06-103	ACA: ACI: 5-2E-06, 5-2E-06, 5-2E-07, 5-2E-10, 5-5C-015-5C-02, 5-5C-035-5C-04*, 5-5C-05, 5-5C-06, 5-5C-07, 5-5C-08, 5-5C-09*, Add 5-5C-10 5-5C-11*, 5-5C-12, 5-5C-13*, 5-5C-14, 5-5C-15, 5-5C-16 JTS: 1D-11, 2E-06, 2E-07, 2E-08, 4A-01, 4A-02, 4A-03, 4A-04*, 4A-05, 4A-06, 4A-07*, 4A-08, 4A-09, 4A-10*, 4A-11, 4A-12, 4A-13, 4A-14, 4A-15*, 4B-09 CO: 4C-01 *Mandatory Standards

I. PURPOSE:

The purpose of this policy and administrative procedure is to establish a food services program that provides for the basic nutritional needs of incarcerated individuals committed to the Department.

II. POLICY STATEMENT:

The Department of Correction shall establish standards and guidelines to achieve the effective delivery of food services to incarcerated individuals in the Department. The Department's food services program is to promote the physical and mental well-being of incarcerated individuals in Department facilities. While the Department shall provide a well-balanced diet, it is the responsibility of the incarcerated individual to ensure that this balanced diet is consumed.

The planning, delivery, maintenance, and review of the Department's food services program shall be based upon the following principles:

- A. Furnishing the incarcerated individual population with nutritional and wholesome meals of suitable portions to promote physical well-being.
- B. Providing and serving a variety of food items in an attractive and palatable manner to enhance the morale of confined incarcerated individuals.

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- C. Maintaining sanitary conditions in accordance with all applicable statutes, rules, and procedures.
- D. Operating all phases of the program in a cost-effective manner.
- E. Ensuring acceptable standards of quality are achieved.
- F. Providing a comprehensive system of administration, management, and delivery of services based upon availability of Department resources, facility manageability and security concerns.
- G. Prohibiting the use of food as a disciplinary measure.

In addition to the meals served to the general incarcerated individual population, the Department shall provide special diets to incarcerated individuals who cannot eat the regular, scheduled meals due to religious, moral, or medical conditions.

When resources are available to administer and deliver a meal, staff may partake of meals prepared through the food services program. The vendor shall maintain a staff signature log to be signed by each employee receiving a meal. The log shall be submitted weekly to the Contract Compliance Division for tracking purposes.

The Department’s Quarterly Food Service Audit Tool shall be utilized for monitoring and evaluation that ensures that the provisions of this policy and administrative procedure are achieved.

III. DEFINITIONS:

For the purpose of this policy and administrative procedure, the following definitions are presented:

- A. ADMINISTRATOR: The Director of Contract Compliance.
- B. ALTERNATIVE CYCLE MENU: A menu which deviates from the regular cycle menu due to production problems.
- C. CALORIC INTAKE: The amount of energy-producing value in food.
- D. CHIEF FOODSERVICE SUPERVISOR: The vendor’s appointed person at the facility responsible for the facility's foodservice operation.
- E. CONTRACT: Agreement entered into by the Indiana Department of Correction and vendor for the delivery of foodservices.
- F. CONTRACT COMPLIANCE DIVISION: The Division of the Department responsible for the oversight of contract compliance on behalf of both the State and the vendor.

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- G. CONTRACTOR: The vendor who provides meal service and labor to produce meals within the correctional facilities.
- H. CONTRACT EMPLOYEE: A civilian employee of the vendor.
- I. FOOD BORNE ILLNESS: Any illness transmitted through improperly handled food.
- J. FOODSERVICE PRODUCTION ITEMS: Food or non-food products and ingredients used in the delivery and maintenance of the foodservice program.
- K. FOODSERVICE TOOLS AND UTENSILS: Any implement used in the storage, preparation, transportation, or serving of food within the production unit.
- L. INCARCERATED FOOD SERVICE EMPLOYEE: An In2Work graduate that is employed by the vendor to perform specific duties in exchange for monetary compensation. The incarcerated food service employee may not supervise other incarcerated individuals.
- M. KOSHER: Food that has been prepared so that it is fit and suitable under Jewish dietary law.
- N. MASTER CYCLE MENU: A continuous revolving menu for a determined number of weeks developed by the contracted Registered Dietitian and implemented upon approval by the Contract Compliance Division. The master menu shall include therapeutic diets as written by a practitioner and Personal Preference diets as recognized and approved by Religious Services.
- O. MASTER RECIPE FILE: The catalog of recipes used to prepare items for the master cycle menu.
- P. PERSON-IN-CHARGE: Individual with oversight of the operation or particular area of the operation which must be able to demonstrate to the regulatory authority knowledge of Foodborne disease prevention, application of the HACCP principles and the requirements of the Indiana State Department of Health regulation 410 IAC 7-24-118.
- Q. PORTION: The pre-determined amount of a menu item to be served to meet the guidelines of the American Correctional Association as based on the Dietary Reference intakes as established by the Food and Nutrition Board of the Institute of Medicine, National Academy of Sciences.
- R. PRODUCTION CONTROL SYSTEM: The process, through which food production is planned, recorded, and reviewed.
- S. PURCHASE SPECIFICATIONS: Standards established to ensure the quality of foodservice production items.

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- T. QUARTERLY FOOD SERVICE AUDIT TOOL: The document developed to monitor documentation, food preparation, meal service, food handling practices, sanitation and facility standards as required by the contract and governing bodies for food service operations.
- U. RECIPE: A set of instructions for making a food dish from various ingredients.
- V. REGISTERED DIETICIAN: A person licensed by the American Dietetic Association and the State of Indiana who is trained in the art or science of applying the principles of nutrition to feeding.
- W. STAFFING PATTERN: The number of qualified persons needed to properly deliver foodservice in a facility.
- X. VEGAN: Prepared food item that is totally void of meat or meat by-products.
- Y. VOCATIONAL FOODSERVICE PROGRAM: The vocational education program enabling incarcerated individuals to obtain skills in foodservice.

IV. ADMINISTRATION:

The Contract Compliance Division is responsible for determining the programmatic components and procedures for foodservices within the Department. An Administrator shall be employed by the Department to administer the Contract Compliance Division. The Administrator shall indirectly report to the Executive Director of Contracts and Compliance.

The Administrator shall be responsible for oversight of any contract for the provision of Foodservices in the Department. Quarterly audits shall be completed by the Administrator or designee. The Contractor shall complete a Plan of Action, within three (3) calendar days of audit, addressing any deficiencies cited during the quarterly audits. The “Vendor Plan of Action” form shall be used for this purpose.

Corrections addressing areas cited during the Quarterly audit shall be remedied by the vendor within ten (10) calendar days of the initial audit. A follow-up audit shall be conducted by the Administrator or designee to ensure corrections have been completed at any point after the ten (10) calendar day grace period allowed per contract. Uncorrected deficiencies cited during follow-up audit shall be addressed pursuant to contract requirements.

V. PURCHASING FOODSERVICE PRODUCTION ITEMS:

The purchasing of all Foodservice production items shall be the sole responsibility of the vendor. The vendor shall order and receive Foodservice production items in a time frame which prevents interruption of the orderly running of the facility.

Foodservice budgeting, purchasing, and accounting practices shall include, but are not limited to, the following:

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- A. Food expenditure cost accounting designed to determine cost per meal per incarcerated individual;
- B. Estimation of foodservice requirements;
- C. Purchase of supplies at wholesale and other favorable prices and conditions, when possible;
- D. Determination of, and responsiveness to, incarcerated individual eating preferences; and,
- E. Refrigeration of food, with specific storage time periods.

VI. RECEIVING OF FOODSERVICE PRODUCTION ITEMS:

The vendor shall receive foodservice production items pursuant to the contract and according to the State Department of Health rules and regulations. The Indiana State Department of Health Retail Food Establishment Sanitation Requirements can be found online here:

http://www.in.gov/isdh/files/410_IAC_7-24.pdf

The following issues shall be considered when foodservice production items are received:

- A. Receiving foodservice production items shall be the responsibility of the Chief Foodservice Supervisor.
- B. The vendor shall maintain, store, and receive delivery of food supplies in the kitchen. The Contractor shall be present to receive delivery of food supplies at agreed upon storage locations including warehouse facilities outside the secured area of each appropriate facility.
- C. The vendor shall schedule all deliveries in accordance with facility procedures, to include specifications for delivery hours, security procedures, etc.

VII. STORAGE AND DISTRIBUTION OF FOODSERVICE PRODUCTION ITEMS:

All Foodservice production items shall be stored in accordance with accepted sanitation practices and the Indiana State Department of Health rules and regulations. Adequate identification of items, dating of items, rotation of stock according to product shelf-life, appropriate temperature control, and appropriate moisture control shall be in accordance with the ISDH rules and regulations. Foodservice Sanitation Requirements 410 IAC 7-24, sections 174 through 181-Food Identification and Storage.

VIII. PERSONNEL COMPETENCY:

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Personnel employed in Foodservice production are to demonstrate competency in the area of Foodservices within a correctional setting while adhering to all policies and procedures set forth by the Department. Foodservice personnel must be able to supervise incarcerated individuals in the total Foodservice operation. Each position shall have a written job description of expectations and duties.

All Foodservice personnel (excluding the non-managerial administrative staff unless utilized on the production floor in any manner) shall be trained to include the setup, operational, safety, and sanitation procedures for all Foodservice equipment and components involving food production within the facility. The Chief Foodservice Supervisor shall ensure each staff member acknowledges that their signature specific equipment training document verifies that they have been trained, understands, and shall follow the proper setup, operational, safety and sanitation procedures associated with each piece of equipment. The training shall be documented annually based on the State’s fiscal year.

All Foodservice personnel shall receive “Train the Trainer” instruction to provide sufficient training and supervision to incarcerated individuals in the proper setup, operation, sanitation, and safety procedures of each piece of equipment.

The vendor shall have at least one (1) certified food employee who has shown proficiency of required information through passing a test that is part of an accredited program, as per the State Department of Health Rules and Regulations 410 IAC 7-22.

IX. EMPLOYMENT OF PERSONNEL:

The vendor shall provide information to the facility’s Human Resources Department in regard to every applicant that is tentatively offered employment. Any tentative management team member at the facility level must be interviewed by the Warden and receive approval before an offer can be made to the applicant. A tentative offer of employment by the vendor shall be pursuant to the contract.

The vendor is to submit a Contingent Worker Request for PeopleSoft Identification number to the Facility Contract Coordinator or Training Liaison a minimum of three (3) business days prior to the contract employee’s first day of employment.

The vendor must submit any changes in employment status for any contract employee to the Facility Contract Coordinator, the contracts employee’s IDOC facility manager / supervisor, and the Contract Compliance Division. Changes in employment status must be reported within two (2) business days of the change in status. Changes in employment status include a change in working location (e.g., transfer) and separation of employment.

The vendor must submit notice of any changes in personal information (e.g., change of name due to marital status) to the Facility Contract Coordinator.

The vendor must submit a quarterly report to the Facility Coordinator or Training Liaison by the fifth (5th) business day of the start of each quarter.

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The vendor shall notify the Contract Compliance Division by the end of the business day when any staff are terminated, leave employment, or are transferred to another facility. The vendor shall immediately request a gate closure, removal from facility accountability, notification of State Human Resource Department and termination of State file server access for staff leaving employment at the facility unless that staff member is a current Department employee. The vendor may not transfer staff from an adult facility to a Division of Youth Services (DYS) facility without written approval from the Department. In addition, the transferring staff member shall complete the required DYS training program as provided by the Department’s Staff Development and Training Division.

Currently, incarcerated individuals who have graduated from the In2Work program may be employed by the vendor within the facility in which they are serving their sentence with the approval of the respective Warden. The employed incarcerated individual may not have access to any keys or confidential records. The employed incarcerated individual may not supervise another incarcerated individual as any part of their assigned duties.

X. PROFESSIONAL DEVELOPMENT:

The professional development of foodservice personnel is to be encouraged and endorsed. Professional development activities may include conferences, visits, and inter/intra-foodservice staff meetings. Foodservice personnel may attend professional development activities when such activities will not jeopardize the staffing levels and is at no expense to the facility. The Administrator and Warden must be notified a minimum of two (2) weeks prior to any training that would require the participating foodservice personnel to be absent from the facility.

XI. FACILITY SUPPORT:

Facilities shall serve meals under conditions that minimize regimentation while providing direct supervision to the meal service by staff. Except when security of safety considerations justify otherwise, space shall be provided for group dining and shall afford incarcerated individuals the opportunity to have at least 20 minutes of mealtime.

A vendor employee may be utilized to support another food service operation other than the individual’s assigned facility. When a Foodservice contract employee is to be utilized for support, the Administrator and Warden must be notified a minimum of two (2) weeks before and approval given by the Warden prior to their absence from the facility.

XII. FOODSERVICE PERSONNEL DRESS AND GROOMING STANDARDS:

All vendor personnel shall wear uniforms which include OSHA approved footwear. The uniform shall provide Foodservice personnel with a neat, clean, professional image and shall designate rank among Foodservice personnel. The vendor’s uniforms must receive the approval of the Administrator. All other aspects of personal grooming, Foodservice personnel shall conform to requirements of Policy and Administrative Procedure 04-03-110, “Dress Standards for Non-Uniformed Staff.”

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Incarcerated Foodservice employees shall be provided clean hats and/or shirts designating them as incarcerated employees of the vendor. The designated items must receive prior approval from the Administrator before being issued to the incarcerated Foodservice employee.

Incarcerated Foodservice employees shall be provided clean outerwear and OSHA approved footwear supplied by the facility when assigned to food service. Disposable aprons shall be provided by the vendor and be worn over the incarcerated Foodservice employee's regular clothing to provide protection to prevent soiling the incarcerated Foodservice employee's clothing and cross-contamination of the food being produced.

XIII. INCARCERATED FOODSERVICE PERSONNEL:

Assignment of incarcerated individuals to the Foodservice program shall be in accordance with the appropriate Classification policy and administrative procedure as established by the Department. Each incarcerated individual assignment in the Foodservice program shall have a written job description outlining expectations, duties, and the staff person to whom the incarcerated individual is to report which shall be provided by the vendor.

All incarcerated Foodservice employees assigned to the Foodservice Department shall be trained by a qualified trained supervisor in the setup, operation, safety, and sanitation procedures for each piece of equipment prior to using the equipment for the first time. The Chief Foodservice Supervisor or designee shall ensure that each incarcerated Foodservice employee acknowledges that their signature verifies that they have been trained, understands, and will follow the setup, operation, safety, and sanitation procedures associated with the piece of equipment and its components utilized within the incarcerated Foodservice employee's assigned area of duty.

Evaluation of incarcerated Foodservice personnel shall be based upon the following:

- A. Personal grooming and hygiene;
- B. Attitude;
- C. Cleanliness;
- D. Work skills; and,
- E. Attendance and punctuality.

Incarcerated individuals shall not be placed in the Foodservice program for disciplinary reasons. All incarcerated foodservice personnel shall be evaluated by the Chief Foodservice Supervisor or designee in accordance with the guidelines of the Department's appropriate Classification procedures.

Evaluations shall be completed by the vendor when requested by the facility's Unit Team. Evaluations shall include actual observation of the incarcerated individual in the performance of assignments.

XIV. MASTER CYCLE MENU:

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The master cycle menu shall meet the nutritional requirements pursuant to the contract. The master cycle menu shall:

- A. Be cost effective;
- B. Be accountable;
- C. Promote physical well-being;
- D. Enhance the morale of the incarcerated individual population;
- E. Be evaluated to ensure compliance with nationally recommended allowances for basic nutrition and signed by a qualified registered dietician every six (6) months for inspection by the American Correctional Association (ACA) and any appropriate inspection and/or audit teams (A copy of this evaluation is to be sent to the Administrator); and,
- F. Be signed showing evaluation by the Chief Foodservice Supervisor or designee at least quarterly by facility food service supervisory staff to verify adherence to the established basic daily servings.

Alternative cycle menus based on the master cycle menu may be developed if the incarcerated population composition indicates a need to do so. Alternative cycle menus shall be approved and signed by the Administrator or designee prior to implementation. The master cycle alternative menu shall be developed, approved, and implemented under the direction of a registered dietician.

The same master cycle menu shall be used for both staff and incarcerated individuals alike.

XV. MASTER RECIPE FILE:

The vendor, in conjunction with a dietician, shall establish a master recipe file which supports the master cycle menu.

Before being placed in the master recipe file, each recipe shall be tested by staff in advance and substantially follow the recipe and that the planning and preparation of all meals take into consideration flavor, texture, temperature, appearance, and palatability. Each recipe shall be tested in relationship to appropriateness of use in quantity food preparation; accuracy of yield; adequacy of preparation instructions; as well as nutritional value.

XVI. PRODUCTION CONTROL:

The vendor shall implement, after approval by the Administrator, a production control system which documents adequate production planning and delivery. The documents shall be maintained within the Foodservice operation for 6 months prior to being archived as required by contract.

XVII. TOOL AND UTENSIL CONTROL:

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Foodservice tools and utensils shall be stored securely and accounted for as required by contract to ensure safety and security.

Tools and utensils used in Foodservices shall be controlled in accordance with the Policy and Administrative Procedure 02-03-107, "Tool Control". All knives shall be tethered in a manner which secures the knives in the area where used.

Utensils and cooking vessels used for the production of Kosher and Vegan diets shall be stored separately ensuring no contact with any menu item not used for the respective diet. Each utensil and cooking vessel used for Kosher and Vegan diets shall be engraved with a designation specific to the respective diet.

XVIII. CONTROLLED FOOD ITEMS (See Facility Directive):

Certain food items which are used in the Foodservice area are particularly susceptible to misuse. The use and storage of these items require extra precautions and security on the part of the Foodservice staff. Examples of items which fall within this category are Morning beverage powder, yeast, mace, nutmeg, ground pepper, hot sauce, and sugar.

Yeast shall be handled and dispensed only by staff and closely watched until the yeast is thoroughly mixed in the item being prepared. A secure box shall be provided in the refrigerator area for yeast storage. An inventory record shall be kept on all controlled food items, indicating the date and quantity of issue, receipts, balance on hand and the initials of the staff making the entry. State Form 56544, "Controlled Inventory Food Item" shall be used for this purpose.

A Facility Directive shall identify the manner in which these items are controlled. The established security inspections shall check these items/areas of storage to ensure the appropriate security, supervision, and inventory control is maintained.

XIX. SPECIAL SITUATIONS:

The Foodservice program shall each day provide three (3) meals (including 2 hot meals) at regular mealtimes as established by the facility's Warden each twenty-four (24) hour period pursuant to the contract. No span of time between evening meals and the following morning breakfast shall exceed fourteen (14) hours, except in an emergency security situation as declared by the Warden or designee. Variations may be allowed based on weekend and holiday foodservice demands provided basic nutritional goals are met and the variations are approved by the Administrator.

In emergency circumstances, as declared by the local Warden, the vendor shall provide meals pursuant to the Administrator approved menus associated to the contract. The vendor shall have an emergency/lockdown meal policy and procedure in place at each facility.

When a major disruption of Foodservice delivery occurs, sack meals shall be fed to incarcerated individuals in their housing units. These meals shall consist of items that can be prepared and assembled quickly without the benefit of a skilled labor force. Sack meals

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must follow the Administrator preapproved menus. Sack meals shall be assembled by personnel designated by the Warden and the Chief Foodservice Supervisor.

To the greatest degree possible, nutritional requirements of the incarcerated individuals shall be considered. Food items which can serve as potential weapons shall not be served. No pork products shall be included in the sack meals.

In the event of a facility emergency, all Diabetic, Renal, Kosher, and Vegan diets shall be met immediately. All other medically prescribed diets shall be met as expeditiously as possible but no longer than thirty-six (36) hours into the emergency unless otherwise directed by a physician.

In the event of a major reduction in workforce caused by an emergency and sack meals are instituted, at least one hot meal shall be served every seven (7) days. The hot meal shall be served as agreed by the Warden and local Chief Foodservice Supervisor. Consideration shall be given to the available workforce, facility operations, and programming when determining which meal should be served hot.

In extended emergency situations, the same day and meal service should be continued while utilizing a varied menu. A portion of the incarcerated population may be served a hot meal on a rotating basis each day until the entire population has received a hot meal. The rotation must provide the same hot menu to all incarcerated individuals within a seven (7) day or fewer period.

For diet tracking purposes, State Form 57047 “Meal Delivery Log” shall be completed by the Foodservice staff showing the number of each type of diet going to the specific units being served. Once the initial information is completed, the form is to be provided with each unit’s delivery.

Upon receipt of the trays containing the diets, the staff member receiving the meals shall confirm the number and type of diets as listed on the form. Once the diets and numbers are confirmed the receiving staff must sign State Form 57047 showing confirmation of receipt.

If there are any missing or damaged diet trays, the receiving staff member is to call the Foodservice Department and advise of the numbers missing and/or damaged. This information is to be recorded on State Form 57047 and the form itself is to be returned to the Foodservice Department and filed for confirmation of delivery.

The Chief Foodservice Supervisor shall file a written report with the Contract Compliance Division and Warden within three (3) business days after the termination of a facility emergency. The report shall include the time and location of sack meals served and the content and portion sizes of the items served. Problems and difficulties in delivering meals under special conditions shall be noted with recommendations for improved procedures in future situations.

The Warden shall approve any deviations from this policy and administrative procedure. Such deviations shall be consistent with the facility's Emergency Response Manual. Any deviations from this policy and administrative procedure shall be documented and a copy

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forwarded to the Administrator and the assigned Executive Director of Adult Facilities or Executive Director of Youth Services, as appropriate.

XX. PORTION CONTROL:

The portion size of a specific menu item shall be in accordance with the master cycle menu, the master recipe file, and the production control system as developed by the dietician.

An appropriate serving of milk or Morning Beverage shall accompany any meal in which cereal is served. It shall not be necessary to provide an additional portion of milk or Morning Beverage to incarcerated individuals unless specified on the menu.

Salt and pepper shall be provided in individual serving size packets or shall be made available in salt and pepper shakers at each meal with the exception of the Division of Youth Services (DYS) facilities. The DYS facilities must adhere to the sodium standards as set by the United States Department of Agriculture’s National Breakfast and Lunch programs.

In order to ensure that equal portions of each menu item are delivered throughout the serving process, appropriate portioning utensils for each applicable menu item shall be made available and utilized.

A Foodservice supervisor shall monitor the serving process to ensure portion control at the serving point where an incarcerated individual receives a completed tray or at the end of the production line when sacks are assembled.

XXI. CUTLERY ISSUE:

Cutlery appropriate for the meal being served shall be distributed to each incarcerated individual at serving time for those facilities which do not issue as part of the incarcerated individual’s property a tumbler and spork. For safety and/or fiscal reasons, non-disposable cutlery which is issued shall be reclaimed at the end of each serving time. Disposable paper napkins are to be made available for all incarcerated individuals.

Tools and utensils used in Foodservices shall be controlled in accordance with Policy and Administrative Procedure 02-03-107, “Tool Control.”

XXII. INSPECTION OF MENU ITEMS PREPARED FOR SERVING:

Each prepared food product shall be inspected prior to serving to ensure quality. The inspection shall be conducted by a Foodservice staff member and shall include tasting for palatability, aesthetic presentation, and temperature appropriateness. Each inspection shall be documented and available for review by appropriate personnel. State Form 16851, “Foodservice Quality Control,” shall be used for this purpose.

XXIII. MANAGEMENT OF COMPLAINTS CONCERNING FOOD BORNE ILLNESSES:

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If there is any complaint, regardless of the source, of a food borne illness after consuming food produced in a facility, the following actions are to be taken:

- A. The person complaining of the potential food borne illness shall be referred immediately to the facility’s Health Services;
- B. The physician on duty shall examine the person and determine whether the complaint is likely due to a food borne illness or another non-food related illness and all appropriate steps shall be taken to alleviate the complaint;
- C. The physician on duty shall contact the Warden and the Chief Foodservice Supervisor to inform as to whether the complaint may be due to a food borne illness;
- D. A determination shall be made as to whether the complaint is an isolated incident or a widespread incident involving several people;
- E. If the physician determines that the complaint is based upon a food borne illness, the Chief Foodservice Supervisor shall obtain all information surrounding the complaint and notify the Warden;
- F. The Warden shall evaluate the seriousness of the complaint and, if the basis of the complaint is a food borne illness, shall notify the Administrator and the Department’s Chief Medical Officer;
- G. Steps shall be taken to isolate the suspected food product or ingredients;
- H. An investigation shall be conducted by interviewing both production and service personnel who were on duty when the suspected item was served;
- I. After consultation with the Administrator and the Department’s Chief Medical Officer, a determination shall be made as to whether the Warden shall notify the State Department of Health immediately regarding complaints that have been determined to be based upon an apparent food borne illness;
- J. If it has been determined that the complaint is a food borne illness and the State Department of Health is to be notified:
 - 1. The Contract Compliance Division, led by the Administrator, shall begin an investigation following State Form 56826 “Correctional Environmental Assessment Reporting System” (CEARS).
 - 2. The Chief Foodservice Supervisor shall continually maintain sample trays, including all menu items listed with full portions, from the last (9) meals served and supply to the State Department of health once complaints are validated; and,

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- 3. The Warden shall inform the assigned Executive Director of Adult Facilities, Director of Community Corrections, or the Executive Director of Youth Services of the findings of State Department of Health tests or investigations;
- K. The Contactor shall take corrective action to reduce future risks of food borne illnesses and the Warden shall monitor corrective actions for effectiveness;
- L. The Warden shall maintain a file of complaints and corrective actions taken; and,
- M. Grievances filed regarding food complaints shall follow the appropriate grievance procedures in accordance with Policy and Administrative Procedure 00-02-301, "The Incarcerated individual Grievance Process."

XXIV. SERVING COUNT:

Accurate records, including a serving count, shall be maintained for all meals served. The count shall be taken according to actual meals served to the following persons:

- A. The incarcerated population;
- B. Personnel employed by the Department;
- C. Personnel employed by the Department who receive a meal as a courtesy of the Department; and,
- D. Guests of the Department.

Staff wishing to obtain a meal at a facility shall present a standardized dining card to the person taking the meal count. Staff shall not pay for a meal in the serving line. Staff shall be required to purchase a dining card through the facility business office or a designated location. State Form 25353, "Staff Dining Card," shall be used for this purpose. Staff shall not be sold individual meal tickets. A State Form 25353 purchased at a facility may be used at any other Department facility to purchase a meal. Department staff shall not be provided a meal at a facility without presenting a dining card, unless the Warden or designee authorizes such.

The Warden shall determine when dining privileges may be provided to visitors and other departmental staff. In cases where dining privileges are extended to visitors or non-facility staff, the meal must be purchased at the designated meal price. The meal may be purchased by the visitor or by a staff member using the staff person's existing dining card. Meals provided to visitors shall be the same as the meals provided to the incarcerated population. The decision to extend dining privileges to other departmental staff or visitors shall be based upon:

- A. Safety, security, and Custody considerations;
- B. Facility manageability;

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- C. Availability of dining facilities and food; and,
- D. Circumstances of the visit.

A meal shall be provided free of cost to staff called in to duty in an emergency situation as presented in Policy and Administrative Procedure 02-03-102, “Emergency Response Operations” and Policy and Administrative Procedure 04-06-103, “The Development, Implementation and Review of Service Programs.” Such determination shall be made by the Warden or designee. Under no circumstances is a food item to be taken from the facility by a staff person without the written approval of the Warden or designee.

XXV. PRESCRIBED DIETS:

Diets designed for meeting the medical and dental needs of an incarcerated individual shall be offered by a Foodservice production unit when prescribed by an appropriate clinician (physician, dentist, nurse practitioners, and nurses utilizing an approved nursing protocol). Prescribed diets shall be ordered in accordance with Policy and Administrative Procedure 01-02-101, "Health Services," and any applicable Health Care Services Directives. Copies of the prescribed/therapeutic diet manual shall be maintained in the Foodservice and Health Services administrative offices for reference and informational purposes.

A provider may order a diet and nursing may call Foodservices to place the order verbally. The information to be provided must include the incarcerated individuals name, number, diet order, issue date, expiration date, and the name of the provider prescribing the diet. A written diet order must be provided to Foodservices within two (2) business days.

If the diet requires a non-formulary approval from the Medical Contractor’s Regional Medical Director or the Department’s Chief Medical Officer, it must also be included within the same two (2) business days. If the written order is not provided within the proper timeframe, Foodservices is to contact Medical to attempt to resolve. If an issue remains, the two contractors, Medical and Foodservice, are to contact their Contract Compliance Managers to assist with resolution.

Each Health Services unit shall maintain written documentation of the diet ordered, the name of the physician or dentist ordering the diet, the date ordered, and the date of expiration or required review. A review shall be made and documented in a timely manner. State Form 39889, “Prescribed Diet Request,” or an Administrator-approved equivalent contract vendor form shall be used to communicate a dietary need from Health Services to the Foodservice production unit along with any approved vendor’s form.

The Prescribed Diet Request must be maintained in the Foodservice office for the timeframe it is effective or until the incarcerated individual is moved to another facility or released from the Department. Expired orders shall be maintained in archives as required by Department policy or contract requirement whichever is longer.

Health Services shall issue each incarcerated individual requiring a prescribed diet with an approved State Form 6367, “Prescribed Diet Card.” The approved card shall contain the following information:

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- A. Incarcerated individual's name and number;
- B. Name of prescribing physician or dentist;
- C. Issue date;
- D. Expiration or review date; and,
- E. Dietary requirements.

The Foodservice production unit shall offer prescribed diets only to incarcerated individuals presenting a valid State Form 6367, "Prescribed Diet Card."

A Foodservice production staff member shall visually inspect each incarcerated individual's "Prescribed Diet Card" prior to serving a prescribed diet tray or sack. The purpose of this inspection shall be to identify the card's presenter and the validity of the card.

Each Health Services unit shall maintain State Form 17481, "Weekly Record of Prescribed Diets Issued," or Department-approved equivalent electronic medical record form. State Form 17481 shall be used for the purpose of recording prescribed diet trays or sacks served. The completed document shall be provided by Health Services to Food Service by noon the preceding Thursday prior to implementation the following Monday. Documentation of actual meals served to the incarcerated individual shall be monitored and completed by Food Service staff.

The completed State Form 17481, "Weekly Record of Prescribed Diets Issued" shall be maintained in the food service office for a six (6) month timeframe after reporting dates. After the six (6) months, the records shall be maintained in archives for the timeframe required by State Retention Schedules.

The vendor shall inform Health Services on a weekly basis of incarcerated individuals receiving prescribed diets who are more than rarely noncompliant by returning State Form 17481 by noon Tuesday of each week. Health Services personnel shall document the noncompliance in the health record and arrange for a nutritional counseling session for the incarcerated individual. The incarcerated individual shall be informed by Health Services personnel that should they continue to be noncompliant; the diet may be discontinued by the provider.

If Health Services personnel are informed that the patient is again noncompliant, the prescribing Health Services staff should consider whether discontinuation of the diet is appropriate. The incarcerated individual must be informed that the diet has been discontinued by the prescribing Health Services staff because of the incarcerated individual's noncompliance with the prescribed diet. Once discontinued, if the incarcerated individual is interested in receiving the prescribed diet and it is still medically indicated, consideration by the prescribing Health Services staff shall be given to providing it again; however, there shall be a ninety (90)-day waiting period before reinitiating the prescribed diet.

Prescribed diets shall not be written solely for weight reduction purposes by facility Health Services staff unless the incarcerated individual's weight is determined to meet the

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definition of Morbid Obesity causing further health risks. Incarcerated individuals with weight problems not detrimental to health shall be counseled by Health Services staff in regard to the proper foods to be eaten. Any prescribed diets for weight control shall be in accordance with all applicable Health Care Services Directives.

XXVI. PERSONAL PREFERENCE DIETS:

Personal preference diet privileges may be granted to an incarcerated individual by the Warden or designee, with the exception of kosher diets. Personal preference diets are those foods voluntarily refused by an incarcerated individual whose religious or moral beliefs require the adherence to a religious diet law or personal moral code, respectively. In order to request a personal preference diet, an incarcerated individual shall complete State Form 56094, “Application for Religious Diet”

An incarcerated individual requesting a kosher diet shall begin the process by completing State Form 56144, “Application for Religious Diet - Kosher.” The completed State Form 56144 shall be submitted to the Chaplain. If the facility does not have a Chaplain, State Form 56144 shall be submitted to the Warden’s designee for religious services.

Once the State Form 56144 request is reviewed and verified as complete and correct by the Chaplain or designated staff person, it shall be forwarded to the Kosher Screening Committee within three (3) business days. The Kosher Screening Committee shall review and render a decision within sixty (60) days of receiving the request.

Each incarcerated individual desiring to consume a personal preference diet shall be issued a diet card once approved by the Warden or designee. State Form 48407, “Personal Preference Diet Card,” shall be used for this purpose.

Personal Preference Diet Cards shall be distinguished from prescribed diet cards by different color paper stock. Prior to receiving a personal preference diet, each incarcerated individual shall display their Personal Preference Diet Card to appropriate Foodservice personnel.

The approved State Form 56094 shall be maintained in the Foodservice office and the Personal Preference Diet file for the timeframe the diet is effective or until the incarcerated individual is moved to another facility or released from the Department. Expired orders shall be maintained in archives as required by the State Retention Schedule or contract requirement, whichever is a longer time period.

An incarcerated individual requesting a personal preference diet shall assume responsibility for monitoring their diet.

Personal Preference Diet Cards may be confiscated if an incarcerated individual abuses or misuses the privilege by voluntarily consuming the self-prohibited foods.

The first offense of this nature shall result in the confiscation of the Personal Preference Diet Card for a period of up to ninety (90) days. Any further violations by the incarcerated

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individual shall result in a confiscation of the Personal Preference Diet Card for a period of up to one hundred eighty (180) days per violation.

Each Foodservice production unit shall maintain a copy of State Form 48408, “Weekly Record of Personal Preference Diet Issued,” for the purpose of recording personal preference diet trays or sacks served.

State Form 48408 shall be maintained in the Foodservice office for a six (6) month timeframe after reporting dates. After the six (6) months the records shall be maintained in archives for the timeframe required by State Retention Schedule or contract requirement, whichever is a longer time period.

For all facilities serving kosher meals, either through a kosher production kitchen or pre-packaged meals, State Form 57047 “Meal Delivery Log” shall be maintained for the purpose of recording the supervisor who has oversight of each meal. This document will be similar in format as the diet record but will designate the supervisor in charge of each meal.

Incarcerated individuals, who receive their meals in any area where Foodservice staff do not observe the delivery of the meals, shall be recorded at a 100% participation level.

Specific procedures to follow when delivering personal preference diets include:

- A. Menus shall be posted seventy-two (72) hours in advance and shall contain no pork unless the menu item is named pork;
- B. The Kosher menu shall designate all menu items containing dairy products with a (-D) following the menu item name.
- C. If any vegetable is to be seasoned with any type of meat, an amount reasonably adequate to serve the affected incarcerated individuals shall be separated before any meat ingredient is added; the vegetable so separated shall be served to the approved incarcerated individuals upon their request;
- D. Any stock to be used in a sauce or gravy will be based on a non-animal fat, shortening or oil, except in the case of beef gravy;
- E. Per contract, no pork shall be served within the Department; and,
- F. All bakery items shall be made with non-animal shortening.

An incarcerated individuals requesting a Personal Preference Diet that is so stringent that their health may be affected shall be so advised. The determination that a diet is stringent shall be made jointly by the facility Health Services Staff and Foodservice Supervisor. State Form 48406, “Request for Stringent Diet,” shall be used to verify the incarcerated individual's request to exclude certain foods from their diet and to obtain the incarcerated individual's informed consent.

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Refusal of a therapeutic intervention must be “informed refusal” and the counseling associated with informed refusal must be completed by the Health Services staff. Foodservice staff is responsible for reporting the non-adherence and it is the Health Services staff’s responsibility to offer the incarcerated individual a refusal form at the counseling session. State Form 9262 “Refusal and Release from Responsibility for Medical, Surgical, Psychiatric and other Treatment,” shall be used.

XXVII. NATIONAL SCHOOL LUNCH PROGRAM:

The DYS facility menus are designed to meet the federal guidelines for the National School Lunch program as administered by the US Department of Agriculture and monitored at the State level by the Indiana Department of Education. State Form 56543, “NSLP Meal Tray Count,” shall be used to document the number of meals served to include in-house dining meals, delivered tray meals, and sack meals.

The daily totals shall be reported by the third (3rd) of each month for the preceding month to the Department’s Fiscal and Contract Compliance Divisions.

XXVIII. SPECIAL MANAGEMENT MEALS:

A specially prepared meal designed to be used as an administrative action in order to maintain a clean, safe, and healthful environment may be used upon approval of the Warden and in accordance with this policy and administrative procedure. The special management meals shall be used only in those cases where an incarcerated adult has used food or food service equipment (trays, utensils, etc.) in a manner that is hazardous to self, staff, or other incarcerated individuals. In order to request a special management meal, any staff member can initiate the request by completing State Form 56545, “Request for Special Management Meal,” and forwarding to the Shift Supervisor to start the approval process.

The use of the special management meal shall be on an individual basis and may not be used as a sanction in a disciplinary hearing. The special management meal, referred to as “Nutraloaf,” shall meet the recommended dietary allowances pursuant to the contract. The Nutraloaf meal shall meet the religious and medical needs of the incarcerated individual.

The vendor shall implement the Nutraloaf only after notification of written approval by the Warden or designee and the responsible health authority. Notification of the approval shall be made by the facility to the Contract Compliance Division within forty-eight (48) hours of the implementation of the Nutraloaf diet.

The use of the Nutraloaf diet shall be for a period of seven (7) full days. At the end of the seven (7) days, the incarcerated individual shall be returned to the regular meal diet for a minimum of at least one day. At no time shall an incarcerated individual be placed on the Nutraloaf diet for more than seven (7) days.

If the incarcerated individual continues to use food or Foodservice equipment in a manner that is hazardous to themselves, staff, or other incarcerated individuals following a seven (7) day cycle, staff shall recommend that the incarcerated individual be placed on the Nutraloaf diet again after the incarcerated individual has been off the Nutraloaf diet for at

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least one (1) full day. The Warden or designee and the responsible health authority must again approve in writing a new seven (7) day cycle of the Nutraloaf diet. Notification of the approval shall be made by the facility to the Contract Compliance Division within forty-eight (48) hours of the re-implementation of the Nutraloaf diet.

Health Services staff shall evaluate the incarcerated individual prior to and while the incarcerated individual is on the diet to ensure the incarcerated individual's health does not deteriorate. Additionally, each day that the incarcerated individual is on the diet, the Custody Supervisor shall visit the incarcerated individual to follow their progress while on the Nutraloaf diet to determine when the incarcerated individual should be removed from the special management meal status.

XXIX. SANITATION:

All Foodservice areas shall be maintained in such a manner as to ensure acceptable sanitation standards and to meet the State Department of Health's rules and regulations. Sound sanitation practices promote pride in workmanship and contribute to the overall well-being of the population and the management of the facility.

Chemical sanitizing solution concentrations (in parts per million), shall be monitored and documented on a daily basis. Chemical sanitizer solution concentrations shall be documented at the beginning of every meal. The form used for this documentation must be adapted to the number of dish machines and three-bay sinks which utilize chemical sanitation at the facility.

The chemical sanitizing concentration level form shall be maintained in the Foodservice area for a period of six (6) months after reporting dates. After six (6) months the records must be maintained in archives for the timeframe required by State Retention Schedules or contract requirement, whichever is a longer time period.

XXX. HEALTH PROTECTION:

It is important that personnel involved in the production of food engage in sound health practices for their protection and the protection of those who consume the prepared products.

The following shall be accomplished:

- A. All Foodservice supervisors shall instruct staff and incarcerated individuals assigned to the Foodservice area that they are not to work if they have a communicable or infectious disease such as an open wound, an acute respiratory infection, or vomiting or diarrhea caused by an infection;
- B. In DYS facilities all (youth and staff) foodservice workers shall receive a pre-assignment health examination and an annual re-examination to ensure freedom from illness transmittable by food or utensils. Youths shall receive a screening at Intake in accordance with Health Care Services Directive 2.03Y, "Reception Screening." Annual re-examinations shall be in accordance with Health Care

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Services Directive Youth 2.09Y, “Annual Screening.” The results of the examination shall be recorded on State Form 9352, “Food Service Medical Exam,” and maintained in the individual’s medical file.

- C. In adult facilities all incarcerated foodservice workers shall receive a pre-assignment health examination and an annual re-examination to ensure freedom from illness transmittable by food or utensils. Incarcerated individuals shall receive a screening at Intake in accordance with Health Care Services Directive 2.03A, “Reception Screening.” Annual re-examinations shall be in accordance with Health Care Services Directive 2.09A, “Annual Screening.” The results of the examination shall be recorded on State Form 9532, “Food Service Medical Exam,” and maintained in the individual’s medical file.
- D. All (incarcerated individual and staff) Foodservice workers shall be monitored daily for health and cleanliness by the Chief Foodservice Supervisor or designee.
- E. All Foodservice personnel shall be instructed to wash their hands upon reporting for duty and after using the toilet facilities;
- F. All Foodservice personnel shall wear effective hair/beard restraints;
- G. Clean uniforms shall be worn each day;
- H. Mop water and sanitizing solutions shall be changed as frequently as is needed in order to ensure an adequate cleaning process; mop heads shall be cleaned and replaced as often as is necessary to maintain acceptable sanitary conditions;
- I. Wiping cloths shall be stored according to approved policy and State Food Code; and,
- J. Food and beverages shall be consumed only in designated dining areas. A designated drinking station may be used during the heat of the summer in production/serving areas, provided the area is plainly marked and the beverage is only consumed in the designated area.

XXXI. PEST AND VERMIN CONTROL:

As part of a total sanitation process, it is necessary to control and eliminate pests and vermin. Each facility shall conduct, on a regular basis, a pest and vermin control program according to approved pest and vermin control methods. Supplies necessary for such a program shall be maintained at all times and stored in a separate area away from the food storage area. Use of necessary supplies shall be administered by a licensed “Pest Control Operator”

XXXII. INSPECTIONS OF FOODSERVICE AREAS:

All Foodservice areas and equipment shall be inspected on a weekly basis. State Form 17416, “Foodservice Weekly Inspection Sheet,” shall be used for this purpose. These

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inspections shall be conducted by both qualified facility administrative staff and the vendor. Personnel performing the inspections shall be designated by the Warden and the Chief Foodservice Supervisor with the exception that one contract company's employees cannot perform an inspection involving the operation of another contract company.

The weekly inspections are to be completed in addition to the monthly food safety inspections conducted by the Chief Foodservice Supervisor. Additional quarterly and/or regulatory inspections may be conducted to ensure compliance with contract and regulatory standards. A copy of the inspection and a schedule of correction of noncompliant areas are to be sent to the facility Safety Hazard Manager.

The Administrator shall ensure that regular contract audits and inspections are conducted to ensure compliance with established State and local governmental health and safety codes regarding foodservice. Following each quarterly contact audit or complaint survey, the facility shall follow the Department's established procedures for plans of correction and the vendor shall participate in addressing any deficiencies including the preparation of the appropriate plan(s) of correction. The response shall be forwarded to the Warden for approval prior to forwarding to the Contract Compliance Division.

XXXIII. MONITORING STORAGE AND WATER TEMPERATURES:

Product safety and sanitation are two important concepts in food management. In order to monitor compliance with these two concepts, certain actions are to be completed daily. Storage areas and water temperatures shall be monitored on a daily basis by administrative, medical, or foodservice personnel.

The objective of monitoring storage and water temperatures is to:

- A. Provide management with a documented inspection report of storage facilities and water temperatures; and,
- B. Ensure that safe food handling temperatures are being maintained in regards to storage and water.

In order to document that storage temperatures and water temperatures are monitored and recorded on a daily basis, forms using a standard format shall be used by each facility. The form shall be developed by the contract vendor and approved by the Administrator. The form shall be adapted to the number of refrigerated storage units at the facility. The form shall be used and completed daily at opening and closing of the department. The inspections shall be conducted by the Chief Foodservice Supervisor or designee.

The storage temperatures form shall be maintained in the Foodservice area for a period of six (6) months after reporting dates. After the six (6) months the records shall be maintained in archives for the timeframe required by State Retention Schedules or contract requirement, whichever is a longer time period.

Each storage area in the facility shall be assigned a unit number and be properly identified on the monitoring document.

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Each storage area shall be provided with an approved thermometer inside the unit located next to the door to ensure accurate temperature readings.

Water temperatures shall be monitored using approved hand held or stationary thermometers.

Each inspected area found to be in violation of recommended safe temperature levels, shall have a plan of action completed on the form. Repairs required to correct violations shall be pursuant to the contract.

XXXIV. FOODSERVICE EQUIPMENT INVENTORY:

A Foodservice equipment inventory shall be maintained by each Chief Foodservice Supervisor or designee and the facility's Fixed Asset Coordinator in order to facilitate sound fiscal planning and management. Each facility shall submit, by the fifteenth (15th) day of January and June of each year, a copy of the PeopleSoft generated report showing all Foodservice equipment located at the facility.

XXXV. INVENTORY OF FOODSERVICE PRODUCTION ITEMS:

The vendor shall maintain a minimum of a two week inventory pursuant to the contract. Inventory information shall be supplied to Administrator when requested. The Chief Foodservice Supervisor or designated staff shall inventory and record the quantities of all Foodservice production items on a weekly basis.

XXXVI. FEDERAL FOOD COMMODITIES:

Food commodities made available by the federal government can be used by the vendor to provide nutritional food products to incarcerated individuals at reduced cost. It is beneficial to accept federal food commodities when offered. The acceptance of federal food commodities requires that the vendor order, store, maintain a separate federal food inventory, and use the commodities received in accordance with federal regulation.

The Administrator shall advise each facility using federal commodities regarding the controlling federal rules and regulations. The Administrator shall be responsible for the timely submission of all required administrative information to the appropriate State agency.

The Chief Foodservice Supervisor shall be responsible for the proper and timely submission of all commodity orders to the State agency or designated warehouse. It is the Chief Foodservice Supervisor's responsibility to properly order, requisition, receive, store, and utilize these commodities.

XXXVII. UTILIZATION OF FRESH PRODUCE AND FRUIT HARVESTED WITHIN THE DEPARTMENT:

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Fresh produce is grown by the Department annually for the purpose of adding variety to menus. The vendor is to use fresh produce grown within the Department, when possible. The vendor may only use fresh produce grown within the Department as an enhancement and not as a substitution for any item on the approved cycle menu. Fresh produce shall be distributed in a manner that ensures prompt delivery to facility Foodservice departments.

XXXVIII.FOODSERVICE EQUIPMENT REPAIR:

Equipment repair shall be maintained pursuant to the contract. Work orders are to be completed following the facility’s procedure to request assistance from the facility’s maintenance department.

In conjunction with maintenance personnel, preventive maintenance schedules shall be developed by the Chief Foodservice Supervisor for those pieces of equipment listed on the food equipment inventory pursuant the contract. Preventive maintenance shall be performed by appropriate personnel according to the developed schedule.

XXXIX.APPLICABILITY:

This policy and administrative procedure is applicable to all Department facilities which provide meal services to incarcerated individuals.

signature on file
Robert E. Carter, Jr.
Commissioner

Date