

POLICY

SUBJECT: Food Service Operations

NUMBER: HC-301-17

APPLICABLE TO: Residential Facility Food Service Staff

APPROVED: _____ /signature on original/

Sam Abed, Secretary

DATE: _____ 9/1/17

I. POLICY

Each residential facility shall provide youth with meals served on a routine schedule according to menus reviewed and approved by a licensed nutritionist, to ensure that nationally recommended, age-appropriate, daily allowances for basic nutrition are met. The kitchen operations shall be maintained to comply with all state and federal sanitation and food safety requirements.

II. AUTHORITY

- A. Md. Code Ann., Human Services, §9-203 and §9-204.
- B. COMAR, Food Service Facilities 10.15.03
- C. Child Nutrition Reauthorization Act of 2016
- D. American Correctional Association (ACA) Standards 4-JCF-4A-01 thru 4-JCF-4A-12; 3-JDF-4A-01 thru 3-JDF-4A-14

III. DIRECTIVES/POLICIES RESCINDED

None

IV. FAILURE TO COMPLY

Failure to comply with the Department's Policy and Procedures shall be grounds for disciplinary action up to and including termination of employment.

V. STANDARD OPERATING PROCEDURES

Standard operating procedures have been developed.

VI. REVISION HISTORY

DESCRIPTION OF REVISION	DATE OF REVISION
New policy issued.	September 1, 2017
Added new procedures to Section H requiring health re-examinations to occur annually and added new appendix for documentation of the health re-exam.	May 30, 2018

PROCEDURES

SUBJECT: Food Service Operation

NUMBER: HC-301-17

APPLICABLE TO: Residential Facility Food Service Staff

APPROVED: _____ /s/ signature on original

Linda McWilliams, Deputy Secretary

DATE: _____ 5/30/18

I. PURPOSE

To provide procedures for food service operations in accordance with local, state and federal guidelines, to include, food safety and sanitation, nutritional menu development and approval, and the provision of special diets.

II. DEFINITIONS

Hazard Analysis Critical Control Point (HACCP) is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe, and designs measurements to reduce the risk to a safe level.

III. PROCEDURES

A. General

1. DJS has a designated full-time Director of Food and Nutrition Services, experienced in food service management, who manages dietary operations of all DJS residential facilities. The Nutritionist's management responsibilities are outlined in their job description.
2. DJS has a designated full-time licensed Nutritionist who reviews and approves of dietary menus each year to ensure nationally recommended, age-appropriate, daily allowances for basic nutrition are met. The Nutritionist evaluates the menus each quarter.
3. Each DJS residential facility has a Food Service Administrator who verifies the adherence to the menus established by the Nutritionist.

B. Meal Service

1. At least three meals, of which two are hot, and an evening snack are provided during a **24** hour period.
2. Meals will be served with no more than **14** hours between dinner and breakfast the following day.
3. Lunch will be served before 2 pm.

4. Youth will have at least **20** minutes of dining time for each meal.
5. Meal schedules will be forwarded to the Director of Food and Nutrition Services for review.
6. Family-style meals must meet the requirements of the federal Child Nutrition Program.
7. Direct care employees are mandated to supervise youth during meal service.
8. Direct care employees mandated to supervise youth during meal service,
 - a. shall eat only those foods served to youth as part of the planned menus and snacks unless employees have a special dietary need (religious, medical, etc.) or a medical condition which prohibits the planned meal; and
 - b. will receive one meal per shift; in the case of the regular day shift employees, lunch will be the meal provided.
9. In the case of emergencies, an emergency protocol for staff meal service shall be enacted by the Director of Food and Nutrition Services.
10. Facility Administrators and the Director of Food and Nutrition Services that receive a test tray for determining food quality will complete a **Food Quality Evaluation Form (Appendix 1)**.
11. Point of Service meal counts will be used to document meals served to youth and staff for breakfast, lunch, and dinner.
12. The Food Service Administrator shall maintain accurate records of all meals served.
13. The Child Nutrition Monthly Report will be submitted to the Director of Food and Nutrition Services by the **5th** day of the following month.

C. Menus

1. Menus are reviewed and approved at least annually by a licensed Nutritionist/Dietician to ensure that the nutritional needs of youth are met in accordance with current state and federal regulations, including current Dietary Reference Intakes, Dietary Guidelines for Americans, and the federal Child Nutrition Program requirements.
2. Dietary menus meet nationally recommended age-appropriate daily allowances for basic nutrition.
3. Menus will be written for a four-week cycle and food service staff shall substantially follow the schedule.
3. A file of tested recipes adjusted to a yield appropriate for the size of the facility shall be maintained on the premises.
4. Food should be served as soon as possible after preparation and at an appropriate temperature.
5. Snack menus will be written for a four-week cycle and will be changed seasonally, with a minimum of two snack menu cycles per year.
6. Menus will provide a variety of foods and indicate standard portions to be served at each meal.
7. Menus, as planned and served, will be kept on file for three years, plus the current calendar year.

8. Food service facilities will conduct a youth food satisfaction survey a minimum of two times a year, as designated by the Director of Food and Nutrition Services.
9. Manager specials and youth choice meals may be planned as designated on the current menu cycle. All manager specials and youth choice meals must be submitted to the Director of Food and Nutrition Services for approval 5 business days prior to meal service.
10. Standardized recipes should be used for food production. Nutrition Fact labels should be kept for foods used for food production.
11. Food flavor, texture, temperature, appearance and palatability are taken into consideration in the planning and preparation of all meals.
12. The Food Service Administrator reviews the Production Menu sheet daily to determine compliance with the planned menus. The Director of Food and Nutrition Services will review the Production Menu Sheet to verify adherence to the established basic daily servings and shall conduct menu evaluations at least **quarterly**.

D. Therapeutic Diets

1. All therapeutic modified diets, nutrition consults and food allergy substitutions for youth shall be prescribed as requested by the facility physician in accordance with federal and state law. All special therapeutic diets shall be ordered according to the diet name in the Nutrition Care and Diet Manual kept in the food service area and available to all staff.
2. Physician orders for therapeutic diets shall be rewritten at least **quarterly**. Therapeutic diets should be kept as simple as possible and should conform as closely as possible to the foods served to other youth.
3. Facility nursing staff shall notify the DJS Dietitian/Nutritionist (RDN) of the therapeutic diet request by completing the DJS Health Status Alert form, and completed Nutrition Services Referral form and sending it along with a copy of the physician's order to the RDN at Headquarters and the Ellicott City satellite office and notify the RDN also by telephone or e-mail.
4. The DJS RDN shall confirm the diet order and perform a nutrition assessment and diet plan for medical modified diets. The documentation for the nutrition assessment/consultation and diet plan shall be noted in the youth health record.
5. The DJS RDN shall notify the facility Food Service Administrator and provide a copy of the modified diet plan. The Food Service Administrator shall inform and educate food service staff regarding menu modifications for therapeutic diets.
6. The facility Food Service Administrator shall provide menu substitutions for youth with food allergies.
7. The kitchen shall keep an updated list of all therapeutic diets and food allergy substitutions ordered for facility youth.

E. Religious Diets

1. Youth, whose beliefs require adherence to religious dietary laws, shall be provided meals in accordance with their religious dietary laws.
2. Facility staff shall notify the facility Food Service Administrator in writing when a youth has requested a diet based on their religious dietary laws in compliance with the *DJS Religious Rights Policy*. The Food Service Administrator shall notify the DJS Volunteer Coordinator (serving as the Religious Coordinator) of the youth's request.
3. The DJS Volunteer Coordinator (serving as the Religious Coordinator), in collaboration with the religious leader, shall plan a religious diet menu, and once it has been completed forward the menu to the Director of Food and Nutrition Services. Once the diet has been planned and approved, the Director of Food and Nutrition Services shall forward the menu to the facility Food Service Administrator.

F. Substitutions

1. Menu substitutions must be noted in writing on the production records. The reason for the change also must be noted. Substitutions should be of equal nutritional value.
2. Meal substitutions for the entire meal may be made by exchanging with another planned meal within the same week without notifying the Director of Food and Nutrition Services. Meal exchanges will be documented on the production records. The reason for the exchange also must be noted.
3. All other substitutions must be forwarded to the Director of Food and Nutrition Services for approval prior to meal service.

G. Special Events

1. Special events for youth and Advisory Board meeting food requests will be limited.
2. Special event food requests will require approval from the Director of Food and Nutrition Services and the Regional Budget Office.
3. The menu for special event requests will also require approval by the Director of Food and Nutrition Services.
4. The special event request must be forwarded to Headquarters three weeks before the date of the requested event using the **Requisition Request / Food and Beverages (Appendix 2)** form.
5. The Department of Juvenile Services shall provide **Special Event Guidelines (Appendix 3)** for youth related activities.
6. Holiday menus will be planned by the Director of Food and Nutrition Services. Holiday menu substitutions must be submitted for approval to the Director of Food and Nutrition Services staff two weeks prior to service.
7. Holidays will include New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas day.

H. Food Safety

1. Food Service Staff shall comply with all applicable sanitation and health codes promulgated by federal, state, and local authorities. Health protection for all youth and staff in the facility and youth and other persons working in food service shall include the following.
 - a. All persons involved in preparation of food receive a pre-assignment health examination and an **annual re-examination (Appendix 4)** to ensure freedom from illnesses that can be transmitted by food or utensils.
 - b. All food handlers are instructed to wash their hands upon reporting to duty and after using toilet facilities.
 - c. The food service manager or designee monitors juveniles and other persons working in food service each day for health and cleanliness.
2. When an outside agency or individual provides the facility's food services, the facility has written verification that the outside provider complies with the state and local regulations regarding food services.
3. Facilities will ensure that food served to youth is obtained from an approved source and licensed food operation, including satellite food.
4. Facilities will follow local, state, and federal food safety regulations and use the Department of Juvenile Services current Hazard Analysis Critical Control Point (HACCP) Plan and Manual. A copy of the HACCP Plan will be clearly posted in the food production kitchen and a copy of the HACCP Manual will be available for food service staff at every facility.
5. The current sanitation inspection and food permit will be clearly posted in the food production kitchen.
6. Facilities will follow the current DJS monthly in-service schedule and provide instruction and orientation information for new employees.

I. Sanitation and Temperature Inspections

1. There is an annual health/sanitation inspection of the facility by appropriate government officials, as required by federal/local/state codes.
2. The facility Food Service Administrator or designee conducts a **weekly** sanitation inspection of all food service equipment and areas, including dining and food preparation areas using the **Food Safety Checklist (Appendix 5)**.
3. Water temperatures are checked and recorded **daily**. Water temperature on the final dishwasher rinse should be **180** degrees Fahrenheit, or between **140** degrees and **160** degrees Fahrenheit if a sanitizer is used on the final rinse.
4. The facility Food Service Administrator conducts a **daily** inspection of all temperature-controlled storage areas and appliances, including refrigerators, freezers, and dry storage areas. Temperatures are recorded with each inspection.

- a. Stored shelf goods shall be maintained at **45** degrees to **80** degrees Fahrenheit.
 - b. Refrigerated foods shall be maintained at **35** degrees to **40** degrees Fahrenheit.
 - c. Frozen foods shall be maintained at **0** degrees Fahrenheit or below, unless national or state health codes specify otherwise.
5. The facility Food Service Administrator shall ensure that inspections are reviewed, and deficiencies are corrected.

J. Budget and Procurement

1. The Director of Food and Nutrition Services shall determine the budgeting, purchasing, and accounting of all food, ensuring:
 - a. The food-expenditure cost is designed to determine the cost per meal per youth;
 - b. The estimation of food-service requirements;
 - c. The purchase of supplies at wholesale and other favorable price conditions, when possible;
 - d. The determination of and responsiveness to juvenile eating preferences; and
 - e. The refrigeration of food, with specific storage periods.
2. Each facility will be given a budget to help manage the funds designated for food and food service supplies.
3. Records of food purchases will be kept for three years, plus the current calendar year and will be available for review by the facility or other regulatory agencies.
4. The **DJS Monthly Inventory Report (Appendix 6-)** will be used to monitor monthly food costs. This form should be forwarded to the Director of Food and Nutrition Services by the **15th** of the following month.
5. Facilities will follow all applicable State procurement regulations and Department credit card procedures.

IV. RESPONSIBILITY

The Director of Food and Nutrition Services, and the Health Administrator are responsible for implementation and compliance with this procedure.

V. INTERPRETATION

The Deputy Secretary for Operations shall be responsible for interpreting and granting any exceptions to these procedures.

VI. LOCAL OPERATING PROCEDURES REQUIRED

No

VII. DIRECTIVES/POLICIES REFERENCED

Religious Rights Policy

VIII.

APPENDICES

1. Food Quality Evaluation Form
2. Requisition Request / Food and Beverages
3. Special Event Guidelines
4. Medical Clearance for Food Service Employees
5. Food Safety Checklist
6. DJS Monthly Inventory Report



DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review and Understanding

POLICY: Food Service Operations
NUMBER: HC-301-17
APPLICABLE TO: Operations Staff
REVISED: May 30, 2018

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINT FULL NAME

DATE

WORK LOCATION

SEND THE ORIGINAL, SIGNED COPY TO THE DIRECTOR OF THE DJS OFFICE OF HUMAN RESOURCES FOR PLACEMENT IN YOUR PERSONNEL FILE.

Department of Juvenile Services Food Quality Evaluation Form

Rating Scale:

- 4- Excellent
- 3- Good or okay
- 2- Needs improvement (explain)
- 1- Poor quality (explain)

Menu item	Appearance	Color	Flavor	Temperature	Texture

Comments (explain “needs improvement” or “poor quality” rating):

Signature: _____ **Title:** _____

Date: _____ **Meal:** Breakfast Lunch Dinner (circle meal)

Requisition Request / Food and Beverages Special Events/ Meetings for Residential Operations

Facility: _____

Description of Event/Holiday: _____

Date of Event: _____ Time of Event: _____

Participant number: Youth _____ Staff _____ Family Members _____

Food / Beverage	Quantity	Cost

Total Cost: _____

Location and Time of food delivery: _____

Special Instructions: _____

Requested By: _____ Date: _____

Signature of Superintendent: _____ Date: _____

Approved By Director of Food and Nutrition Services:

_____ Date: _____

SPECIAL EVENT GUIDELINES FOR FOOD

All special events for youth that require food, other than for normal meal service, will require the following procedures be followed:

- The form for *Requisition Request / Food and Beverages* must be completed at least 3 weeks prior to the event and forwarded to facility Food Administrator to provide a cost for the event.
- The Food Administrator will forward the costed request to the HQ Director of Food and Nutrition Services and the Regional Fiscal Specialist for approval.
- Only after the approval has been authorized will the Food Administrator be allowed to purchase food for the event.
- The kitchen will only provide food for special events that involve youth. Food will not be allowed for any events involving staff only unless authorized by the Secretary.



Medical Clearance for Food Service Employees

The Department of Juvenile Services is committed to ensuring the health, safety and well-being of all employees and the youth that we serve. Food service employees must comply with all applicable health codes promulgated by federal, state, and local authorities. In accordance with the American Correctional Association (ACA) Standard 4-JCF-4A-10 for Sanitation and Health Codes, all persons involved in the preparation of food must receive a *pre-assignment health examination and annual re-examinations* to ensure freedom from illness transmitted by food or utensils.

As set forth in COMAR 10.06.01.06E and 10.15.03.14A, a food handler does not serve or handle food intended for public consumption if the food handler has any of the following diseases: diarrhea caused by Entamoeba histolytica, cholera, disease causing diarrheas unless physician certified as noninfectious, E. coli O157:H7, hepatitis A, diarrhea caused by salmonella, shigellosis, streptococcal infection caused by group A beta-hemolytic streptococcus, typhoid fever, or is a carrier of salmonella typhi.

Annual examinations are due on or before the anniversary of the employees' entry on duty date (EOD). Examinations may be provided by the State contracted health care provider or the employees' primary care provider.

Pre-employment Exam Annual Exam

Print Employee's Name: _____

Employee Acknowledgement: _____

Signature

Date

HEALTH CARE PROVIDER

Please evaluate the above named Department of Juvenile Services employee to determine that they are free from illnesses that may be transmitted by food or utensils.

The above-named individual has been evaluated and:

_____ **HAS BEEN** medically cleared for food handling duties.

_____ **HAS NOT** been medically cleared for food handling duties.

Medical Provider's Name:

Address:

Phone # _____

Date: _____

Physician's Signature _____

c: Human Resources Supervisor

HACCP-Based SOP

FOOD SAFETY CHECKLIST

Date _____ Observer _____

Directions: Use this checklist daily. Determine areas in your operations requiring corrective action. Record corrective action taken and keep completed records in a notebook for future reference.

PERSONAL HYGIENE

	Yes	No	Corrective Action
• Employees wear clean and proper uniform including shoes.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Effective hair restraints are properly worn.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Hands are washed properly, frequently, and at appropriate times.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Eating, drinking, chewing gum, smoking, or using tobacco are allowed only in designated areas away from preparation, service, storage and ware washing areas.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Hand sinks are unobstructed, operational, and clean.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Hand sinks are stocked with soap, disposable towels, and warm water.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Employee restrooms are operational and clean.	<input type="checkbox"/>	<input type="checkbox"/>	_____

FOOD PREPARATION

	Yes	No	Corrective Action
• Food equipment utensils, and food contact surfaces are properly washed, rinsed, and sanitized before every use.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Frozen food is thawed under refrigeration, cooked to proper temperature from frozen state, or in cold running water.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Preparation is planned so ingredients are kept out of the temperature danger zone to the extent possible.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Procedures are in place to prevent cross-contamination.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is handled with suitable utensils, such as single use gloves or tongs.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is cooked to the required safe internal temperature for the appropriate time. The temperature is tested with a calibrated food thermometer.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• The internal temperature of food being cooked is monitored and documented.	<input type="checkbox"/>	<input type="checkbox"/>	_____

HOT HOLDING

	Yes	No	Corrective Action
• Food is heated to the required safe internal temperature before placing in hot holding. Hot holding units are not used to reheat potentially hazardous foods.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Temperature of hot food being held is at or above 135 °F.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is protected from contamination.	<input type="checkbox"/>	<input type="checkbox"/>	_____

COLD HOLDING

	Yes	No	Corrective Action
• Temperature of cold food being held is at or below 41 °F.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is protected from contamination.	<input type="checkbox"/>	<input type="checkbox"/>	_____

HACCP-Based SOP

REFRIGERATOR, FREEZER, AND MILK COOLER	Yes	No	Corrective Action
• Thermometers are available and accurate.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Temperature is appropriate for pieces of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is stored 6 inches off floor or in walk-in cooling equipment.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Refrigerator and freezer units are clean and neat.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Proper chilling procedures are used.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• All food is properly wrapped, labeled, and dated.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• The FIFO (First In, First Out) method of inventory management is used.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Air temperature of all refrigerators and freezers is monitored and documented daily	<input type="checkbox"/>	<input type="checkbox"/>	_____

FOOD STORAGE AND DRY STORAGE	Yes	No	Corrective Action
• Temperatures of dry storage area is between 45 °F and 80 °F or State public health department requirement.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• All food and paper supplies are stored 6 to 8 inches off the floor.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• All food is labeled with name and received date.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• The FIFO (First In, First Out) method of inventory management is used.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• There are no bulging or leaking canned goods.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Food is protected from contamination.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• All food surfaces are clean.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Chemicals are clearly labeled and stored away from food and food-related supplies.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• There is a regular cleaning schedule for all food surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	_____

CLEANING AND SANITIZING	Yes	No	Corrective Action
• Three-compartment sink is properly set up for ware washing.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Dish machine is working properly (such as gauges and chemicals are at recommended levels).	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Water temperatures are correct for wash and rinse.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• If heat sanitizing, the utensils are sanitized according to COMAR 10.15.03	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Small ware and utensils are allowed to air dry.	<input type="checkbox"/>	<input type="checkbox"/>	_____
• Wiping cloths are stored in sanitizing solution while in use.	<input type="checkbox"/>	<input type="checkbox"/>	_____

UTENSILS AND EQUIPMENT	Yes	No	Corrective Action
• All small equipment and utensils, including cutting boards and knives are cleaned and sanitized between uses.	<input type="checkbox"/>	<input type="checkbox"/>	_____

HACCP-Based SOP

- Small equipment and utensils are washed, sanitized, and air-dried. _____
 - Work surfaces and utensils are clean. _____
 - Work surfaces are cleaned and sanitized between uses. _____
 - Thermometers are cleaned and sanitized after each use. _____
 - Thermometers are calibrated on a routine basis. _____
 - Can opener is clean. _____
 - Drawers and racks are clean. _____
 - Clean utensils are stored with handle up in a utensil holder. _____
-

LARGE EQUIPMENT

Yes No Corrective Action

- Food slicer is clean. _____
 - Loading dock and area around dumpsters are clean and odor-free. _____
-

GARBAGE STORAGE AND DISPOSAL

Yes No Corrective Action

- Kitchen garbage cans are clean and kept covered. _____
 - Loading dock and area around dumpster are clean. _____
 - Dumpsters are clean. _____
-

PEST CONTROL

Yes No Corrective Action

- No evidence of pests is present. _____
- There is a regular schedule of pest control by a licensed pest control operator. _____

Department of Juvenile Services Yearly Analysis Report
FY 2018

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Opening Food Inventory													\$0.00
Total Food Purchased and delivered													\$0.00
Total Value of Food													\$0.00
Closing Food Inventory													\$0.00
Total food used													\$0.00
Youth Meals													0.00
Staff Meals													0.00
Total meals Served													0.00
Cost Per meal													\$0.00
Total food cost per day													\$0.00