



INTERNAL DOCUMENT

GUIDANCE DOCUMENT
FOOD SERVICE OPERATIONS

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GENERAL GUIDANCE

The purpose of this guidance document is to establish guidelines for the provision of food to inmates housed in correctional facilities in Vermont.

The Director of Facility Operations shall supervise a food service program offered to all inmates. This program is provided through the assistance of staff and a contractual consultant trained and experienced in food service management and operations.

Food shall be served in accordance with time and temperature standards as determined by the Vermont Department of Health [Health Regulations for Food Service Establishments](#).

Inmates shall not take food provided by the correctional facility into living units without permission from the Superintendent or designee.

Each facility Superintendent is ultimately responsible for the implementation of the [administrative directive concerning food service operations](#) and any related local procedures required.

STAFFING

Each Superintendent shall:

1. Hire a Food Service Supervisor;
2. Ensure that the correctional facility has an adequate number of trained staff to ensure safe preparation and service of meals; and
3. Ensure that the food service staff are trained in food services safety and sanitation.

The Superintendent shall make final determinations regarding the adequacy of staffing, but shall consider recommendations of the Food Service Supervisor.

The Food Service Supervisor shall:

1. Be responsible for the administration and execution of correctional facility food service;
2. Ensure that food is acquired, prepared, served, and stored:
 - a. Within the allotted food budget; and
 - b. In accordance with all applicable federal, state, and DOC requirements; and
3. Report directly to the Assistant Superintendent.

SECURITY

The following security procedures shall be followed with regard to food services in a correctional facility:

1. Each correctional facility shall establish and approve local procedures that ensure adequate controls, including inventory procedures for:

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- a. Knives and other cutting implements;
 - b. Yeast;
 - c. All food items stored in the secure portion of the correctional facility;
 - d. Serving utensils; and
 - e. Chemicals.
2. All delivery traffic and garbage, recycling, and compost removal services shall be conducted in accordance with local procedures.
 3. Roles within the kitchen and dining areas shall be divided as follows:
 - a. Correctional Officers (COs) shall:
 - i. Maintain order and security in the dining room;
 - ii. Enforce rules pertaining to dining room neatness and cleanliness; and
 - iii. Ensure that after each sitting, inmates leave the dining room in the same condition it was when the sitting began.
 - b. Kitchen Officers shall supervise kitchen operations during meal times.
 - c. Food Service Supervisors who are dissatisfied with COs' performance in the kitchen or the dining room may report such dissatisfaction to the Correctional Facility Shift Supervisor (CFSS).

MANNER OF SERVICE

The manner in which an inmate is served shall depend on the inmate's housing status, as follows:

1. General population inmates shall eat in a group dining area.
2. During emergent situations, general population inmates may be fed in their cells or units, as the Superintendent or designee deems necessary.
3. Special housing units, including medical, shall be served meals in their cells or units.
4. Close custody units shall be served meals in their cells or units, unless the Superintendent or designee makes other arrangements under special circumstances.

DINING ROOM SERVICE

Dining room service shall be conducted in a manner that enables inmates to enjoy meal periods to the fullest extent possible. The manner in which meals are presented heavily influences the atmosphere of any institution, since meals generally assume a magnified importance in inmates' routine.

In keeping with this philosophy, the following guidelines shall apply:

1. All correctional facilities shall provide group dining.
2. All inmates in the general population shall be provided appropriate eating utensils.
3. No restrictions regarding normal conversation shall be imposed in the dining room.
4. Inmates shall be allowed twenty minutes per meal.

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SPECIAL HOUSING UNITS

Unless there are security or safety concerns, inmates confined in special housing units shall be served meals from the same menu provided to inmates in general population (“main menu”). In such situations, the menu, manner of service, and packaging of food may be altered to address the concern, including the following:

1. Any food preparation, distribution, or food service storage of foods served in a special housing unit shall be maintained in accordance with all applicable safety and sanitation standards, and shall be subject to inspection requirements.
2. Food Service staff shall ensure that food delivered to inmates in their unit is within the intended temperature range at time of service.
3. COs shall serve meals as soon as possible after they are delivered to the unit.
4. COs shall wear food services gloves during any food preparation or distribution. Gloves shall be changed whenever a CO is interrupted during serving.
5. COs retrieving service trays from inmates, shall ensure that all utensils and other items given to inmate are returned. Utensils or food shall not be retained in cells.
6. The special diet approval process for inmates who need or request medical, dental, religious, or alternative diets shall be the same as that applied to inmates in general population.

SPECIAL MANAGEMENT MEALS

An inmate who uses bodily waste or fluids, food, or eating utensils in a disruptive manner may be ordered to receive special management meals by the Superintendent or designee. Such meals shall be nutritionally equivalent to the main menu, but specially packaged or prepared to minimize the potential for disruption. These are typically finger foods or hand held items that do not require the use of utensils.

Special management meals shall only be ordered through the following process:

1. The Superintendent or designee shall notify the inmate in writing of the decision that the inmate shall be receiving special management meals. The notification shall include the reason for the decision and a description of the evidence to support that decision.
2. Before receiving a special management meal, the inmate shall have the opportunity to meet with a facility staff member who was not involved in the incident to discuss the matter. The staff member shall determine whether there are reasonable grounds to believe the inmate misused bodily waste or fluids, food, or eating utensils.
 - a. This meeting shall take the form of a conversation, in which the inmate may:
 - i. Identify any disagreement he or she has with the facts presented by the written notice and presented evidence;
 - ii. Identify witnesses who support his or her defense;
 - iii. Identify any mitigating circumstances which should be considered;
 - iv. Offer any other arguments that may be appropriate.
 - b. The inmate may not cross-examine witnesses or call witnesses to testify on his or her behalf.



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3. If the facility staff member finds that there are reasonable grounds to believe the inmate misused bodily waste or fluids, food, or eating utensils, he or she may order that the inmate be served special management meals, for a maximum of seven consecutive days.
4. Anytime the Superintendent or designee orders that an inmate be served special management meals, a hearing officer shall conduct a fact-finding hearing within 48 hours. The fact-finding hearing shall proceed as follows:
 - a. The inmate shall:
 - i. Be given notice of the charge and the hearing;
 - ii. Have the opportunity, subject to reasonable rules, to confront the person bringing the charge; and
 - iii. Have the right to be present and heard at the hearing, subject to reasonable rules of conduct.
 - b. The hearing officer shall summon any available witness or person with relevant knowledge of the incident to testify, subject to reasonable rules of conduct.
 - c. The inmate may:
 - i. Be permitted to question any person who testifies as a witness called by the hearing officer; and
 - ii. Be assisted in the preparation and presentation of his or her case by an assigned facility staff member if:
 - (a) The inmate requests; and
 - (b) The Superintendent or designee determines, in his or her discretion, that the requested staff member is reasonably available.
 - d. If the hearing officer determines that a preponderance of the evidence does not establish that the inmate misused bodily waste or fluids, food, or eating utensils, the Superintendent or designee shall discontinue the service of special management meals to the inmate. The inmate's service shall be returned to their previous menu.
5. *Special management meals shall not be served to an inmate as punishment, and are not subject to the procedures or requirements of disciplinary procedures or hearings described in the [administrative directive on facility rules and inmate discipline](#).*

STANDARDIZED MENU PLANNING

The DOC shall endeavor to offer inmates housed in all correctional facilities nutritious, well-presented meals, prepared in a sanitary manner. Inmates' transfers between correctional facilities should not present inmates with food of substantial differences in quality, quantity, kind, or variance in cycle timing.

MENU PLANNING

DOC's contractual food service advisor is obligated to provide a centralized system of menu planning and execution that ensures the nutritional adequacy of all meals and includes advance planning of main, alternative, female, work crew, religious, and formulary diets. All correctional facilities shall serve from these standardized, cyclical menus, as follows:

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1. Each correctional facility shall serve the same daily menu, with the exception of brunch and other “special” occasions designated by the Superintendent or designee.
2. Menu planning shall be prepared and nutritionally certified by a contracted dietician.
3. Menus shall contain recipes, ingredient standards of vendor item numbers, and production sheets in volumes and portion sizes required by each facility.
 - a. Quantities listed in recipes and production sheets shall be presented in amounts that are easy for inmates preparing the meals to understand (e.g., prepare 3 - #10 cans with a finished product equal to 1-4” hotel pan).
 - b. The volume of the production shall cover a range, from the lowest predictable population to the maximum population for each correctional facility, as determined by the Superintendents or designees.

SPECIAL DIETS MENU PLANNING

Special diets shall be as close to equivalent to the regular menu as possible, in terms of:

- Meal, or type of meal, served;
- Palatability; and
- Variety.

The contracted consultant compiles information concerning any recipe changes, including portion variances and substitutions, which are necessary for these special diets. This information is included for each meal when the menus are provided.

MEAL PLANNING AND PREPARATION

Meal planning and preparation shall result in high quality relative to flavor, texture, temperature, appearance, and palatability. In addition, food preparation and service shall reflect the following:

1. A priority shall be placed on menus for each cycle minimizing repetition of combinations of food items.
2. Menus shall be followed substantially, without major or frequent changes.
3. Substitutions shall be noted on production sheets and will be of a nutritional-value equal to that of the original menu.

NUTRITIONAL STANDARDS

The nutritional and caloric content of the diets provided to inmates in correctional facilities shall meet or exceed the:

1. Recommended Dietary Allowances established by the National Academy of Sciences; and
2. Minimum nutrition procurement standards established by the Commissioner of Health¹.

Based on the nutritional requirements and work duties of inmates housed at the work camp, these inmates may be provided with increased caloric meals.

¹ Act 113 of 2016.

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This is the obligation of the contracted consultant, who bases all menus upon nutritional requirements as stated in the current version of the Dietary Guidelines for Americans, published by the United States Department of Agriculture and the United States Department of Health and Human Services.

At each monthly visit, the contracted consultant is obligated to monitor substitutions carefully, for both necessity and compliance with nutritional standards. To ensure that standardized menus do not offer less than these required dietary allowances, the contracted dietitian is obligated to evaluate the menus originally, and re-evaluate them every six months. The contracted dietitian's reevaluation may include a review of records of any contractor providing food to any correctional facility.

Food Service Supervisors may review the menu with the contracted consultant at their quarterly meetings. Only the contracted consultant, however, may change the cyclical menu and distribute change orders to each facility.

DEAD MAN TRAY

The Food Service Supervisor shall ensure that a food safety safeguard commonly known as "Dead Man Tray" shall be used in resolving menu health concerns, as follows:

1. A sample tray, containing a full portion of each item served in the main menu meal, shall be placed and maintained in the freezer for seven days.
2. The tray shall be placed in the freezer at the same time the meal is served, so as to protect the sample of food from additional time and temperature abuse.

WORK CREW MEALS

The following guidelines apply to the meals served to inmates eating outside of a correctional facility as part of a work crew:

1. Meals that are prepared for work crews shall be consistent with the cyclical work crew menu prepared by the contracted consultant.
2. The meals shall meet nutritional standards and have an increased caloric content compared to the main menu meals.
3. The kind of food served shall reflect the realities of transportation and the environment in which the meal shall be served, as follows:
 - a. Hand held items or minimum use of utensils should be considered when planning the menus for work crews.
 - b. Snacks should have sanitation in mind when prepared for transportation.
 - c. Individual waxed bags or pre-packaged items should be used.
 - d. Family-style serving shall not be used. All items for one person shall be packed in an individual lunch box.
4. Inmates and staff shall all be provided the same food.



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5. The special diet approval process for inmates who need or request medical, dental, religious, or alternative diets shall be the same as that applied to inmates within the correctional facility. Meals served to inmates with one of these special diets may deviate from the special meals served within the correctional facility in a manner similar to the typical off-site meals and shall:
 - a. Be clearly marked; and
 - b. Meet all dietary needs and restrictions.

SPECIAL PREPARATION FOR WORK CREW MEALS

The following guidelines apply to the preparation of work crew meals:

1. The Kitchen Officer shall:
 - a. Pack all perishable food:
 - i. In individual containers, so that both transportation and holding occur at a temperature of not more than forty-one degrees Fahrenheit; and
 - ii. With a layer of ice over the top of all food in the cooler.
 - b. Pack all non-perishable food and paper products to:
 - i. Maintain the taste, texture, and cleanliness of the food;
 - ii. Prevent such food and paper products from being crushed during transport; and
 - iii. Prevent the food from being spoiled by becoming wet or exposed to extreme hot or cold temperatures.
 - c. Provide a detail menu sheet of the contents of each individual meal including:
 - i. The main meal items, portions, and any special diet deviations; and
 - ii. The item number of any serving utensil sent out (e.g., a soup ladle), for accountability.
2. Plastic wrap shall not be used in the packaging of work crew meals.
3. Enough potable water shall be supplied to work crews each day for drinking and hand washing.

SPECIAL HANDLING FOR WORK CREW MEALS

Staff shall be aware of safety and security concerns when handling work crew meals, in an effort to prevent inmates from introducing contraband into the correctional facility. In addition, the following guidelines shall apply:

1. Work Crew Leaders shall not serve perishable food during warm weather (any day above forty-one degrees Fahrenheit) if there is no ice present in the cooler at the time of service. A call to the correctional facility for instructions should be initiated by the Work Crew Leader.
2. All individuals consuming a work crew meal shall be provided with a sanitizing hand wipe prior to any food being consumed. The sanitizing hand wipe shall be non-alcoholic. Individuals are expected to wash their hands before eating.

End-of-Day Procedures

1. For security and sanitation reasons, no food shall be returned to the inside of the correctional facility perimeter.

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2. At the end of the work day:
 - a. The Work Crew Leader shall empty and examine all the coolers thoroughly for contraband and damage to the container. If the plastic of a cooler is found to be cracked, the Work Crew Leader shall notify the Food Service Supervisor;
 - b. The Kitchen Officer shall:
 - i. Retrieve the dirty equipment from the work crews and account for all serving utensils listed on the detail menu sheet;
 - ii. Notify the CFSS immediately if an item is missing; and
 - iii. Send the Food Service Supervisor and the Work Crew Leader a report of any damaged equipment before the shift's end; and
 - c. Inmates assigned to work in the kitchen shall receive the dirty equipment for washing and sanitizing only after the Kitchen Officer's inspection.

Other Provisions

1. The Food Service Supervisor shall procure replacements for any damaged equipment as soon as possible.
2. No later than 1400 hours on Friday each week, the Work Crew Supervisor, in conjunction with the Food Service Supervisor, shall estimate the number of work crew meals that will be necessary for the following week.

FOOD SERVICE SAFETY AND SANITATION

Food preparation and consumption in correctional facilities are conducted in a clean and safe environment. The correctional facilities engage in safe and sanitary practices, and maintain sufficient documentation to establish ongoing compliance with required standards. These standards include: proper food source; water safety; the physical condition of staff and worker uniforms; storage facility maintenance; physical plant and equipment standards; inspections; food temperatures; safety, and sanitation standards; and special staff training.

The Vermont Department of Buildings and General Services (BGS) is responsible for well inspections and water tests for any correctional facility equipped with its own water source, and forwarding the results to the facility Superintendent.

FOOD SOURCE

All food purchased for consumption in correctional facilities shall meet Legislative requirements concerning local food procurement².

Food Service Supervisors shall ensure that staff adhere to the following:

1. Staff shall not bring food into a correctional facility to be cooked in the correctional facility kitchen without the written consent of the Superintendent;

² Act 38 of 2008.

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2. Dented cans shall be evaluated for leaks immediately when noticed. If leaking, the cans shall be removed from the perimeter and disposed of in the dumpster. Non-leaking cans shall be held in a separate area to be returned for credit from the vendor.
3. When receiving deliveries, frozen food shall be refused if:
 - a. The boxes appear damp, crumpled or oil stained; or
 - b. The frozen food has thawed or has ice crystals, both of which are signs of improper frozen storage; and
4. Food, once served to an inmate, staff member, or other person, shall not be reclaimed for another use or service. Once food leaves the control of kitchen staff, it shall be consumed, composted, or disposed. This includes food that appears to be in sealed packages (e.g., chips).

EMERGENCY WATER SUPPLY

The Food Services Supervisor shall ensure the maintenance of an emergency water supply, as follows:

1. The water supply shall be sufficient to meet the needs of the correctional facility for at least one day. The Superintendent may require that the water supply be sufficient to meet the facility's needs for multiple days, at his or her discretion.
2. The standard amount of water per person recommended by the Federal Emergency Management Agency (FEMA) is currently a minimum of one gallon per day. In calculating the correctional facility's supply of water in reserve, an assortment of individual bottles and 5 gallon bottles may be considered.
3. To ensure that the water does not expire, the water supply shall be used throughout the year to rotate the stock.
4. The Food Services Supervisor shall confirm the water supply replenishment contact information for the state water supply contract twice annually. This contract is maintained by BGS.

INMATE ELIGIBILITY FOR FOOD SERVICES EMPLOYMENT

Federal and state occupational safety and health codes, along with this guidance document, shall serve as guidelines for all DOC food service programs.

The Food Service Supervisor or designee shall:

1. Ensure that any inmate working in correctional facility food service has been cleared by a qualified health care professional (QHCP) to work in the kitchen or otherwise around the food, supplies, or equipment necessary to provide food services. This screening shall verify that the inmate has not been infected with:
 - a. Salmonella Typhi within the past three months;
 - b. Shigella within the past month;
 - c. Shiga toxin-producing Escherichia coli within the past month;
 - d. Norovirus within the past month; or
 - e. The Hepatitis A virus. If the inmate has been infected with the Hepatitis A virus, he or she shall not be cleared to work in the kitchen for at least two weeks after the onset of the

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- clinical symptoms of the virus or at least one week after the onset of jaundice, whichever is later;
2. Explain to all food service workers that those who cough, sneeze, spit, or have diarrhea, fever, vomiting, jaundice, open wounds, or lesions may not perform food service work while demonstrating those signs of illness. Instead, they must report themselves sick to health services, and stay away from the kitchen until the Kitchen Officer receives written medical clearance by a QHCP;
 3. Monitor food handlers daily for symptoms of illness identified above, and remove persons demonstrating those symptoms from the kitchen;
 4. Maintain the “Inmates In Good Health” log at the beginning of each meal;
 5. Ensure that food handlers comply with standard personal hygiene requirements, including the proper use of:
 - a. Clean clothing;
 - b. Hair nets which cover all hair;
 - c. Beard snoots; and
 - d. Plastic, food-grade gloves;
 6. Ensure that food handlers maintain clean hands and fingernails:
 - a. By washing hands:
 - i. Before starting work;
 - ii. Upon entering the kitchen at any time; and
 - iii. After every change of job function; and
 - b. With particular attention paid when:
 - i. Switching from cleaning to food handling;
 - ii. Switching from handling raw food to handling ready-to-eat food; and
 - iii. After using toilet facilities.

INMATE KITCHEN ATTIRE

Required Clothing

Inmates working in a correctional facility kitchen are required to wear:

1. Closed-toe shoes that cover the whole foot, with soles in good condition; and
2. A facility-issued apron.

Contamination

Inmates working in a correctional facility kitchen whose clothes are contaminated by blood or other bodily fluids shall adhere to the following procedures:

1. The inmate shall change out of the contaminated clothes immediately.
2. If the items of clothing are part of a uniform, or are otherwise issued by the correctional facility:
 - a. They shall be red-bagged and delivered to the medical unit for proper disposition; and
 - b. The inmate shall be given replacements for each item which was contaminated, from a supply of clean extras stored at the facility.

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Each correctional facility maintains sanitary, temperature-controlled food storage facilities. These controls assure that all storage, dry shelf, refrigerated, and frozen foods are maintained at appropriate temperatures.

PHYSICAL PLANT AND EQUIPMENT

The food service physical plant is an important part in managing a safe and sanitary program. Food service equipment shall be designed to comply with national and state codes and be designed for efficient and thorough cleaning.

Equipment

1. All equipment shall be operated and maintained in accordance with the manufacturer's health and safety instructions.
2. Work tables and similar pieces of equipment shall be constructed of stainless steel.
3. Dining table tops shall be made of non-porous material.
4. Cooler and other refrigerated equipment shall be designed to maintain food at proper temperatures to prevent bacteria growth, and sufficiently sized to meet the needs of heavy continuous use. DOC shall ensure that a preventative maintenance program shall be maintained on all refrigeration equipment.
5. When possible, ice machines should be of the water-cooled variety to allow for better performance inside a hot kitchen environment during the summer months. Food Service Supervisors shall ensure that:
 - a. Ice machine bins are sanitized by the food service staff on a regular basis;
 - b. Ice trays are sanitized by a licensed refrigeration technician as part of the preventative maintenance program; and
 - c. Ice scoops are kept in a designated bin. The ice scoop and the designated bin shall be sanitized at least once a week.
6. The dishwashing machines in correctional facilities utilize high temperatures. There are no chemical sanitizers, so the proper operational temperature must be maintained.
 - a. The proper temperature is affixed to the machine by the manufacturer. Using a rinse water pressure of fifteen to twenty-five pounds per square inch, this is typically:
 - i. 150 degrees Fahrenheit for a wash cycle; and
 - ii. 180 degrees Fahrenheit for the final rinse temperature.
 - b. The Food Service Supervisor shall de-lime the machine once or twice a week, depending on amount of use and the hardness of the water used.
7. All pots, pans, utensils, serving trays, and other equipment that comes in contact with food shall be stored upside-down or covered, to prevent dust and debris from settling on clean surfaces.
8. Bakery pans and equipment such as bread slicers may be dry cleaned using a dedicated wire brush, scraper, or vacuum, provided the brush, scraper, or vacuum is used only for food contact surfaces.

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Kitchen Design

Kitchens in correctional facilities shall, at a minimum:

1. Be designed to ensure easy cleaning:
 - a. Floors, walls and ceilings shall be constructed of materials that promote safe and sanitary operations.
 - b. When possible, any future equipment, fixtures, or furniture purchases for correctional facility kitchen shall have an [NSF International](#) endorsement.
2. Provide nearby toilet and wash basins readily available to all food service workers;
3. Provide fire safety protection as required by local and state regulations, and:
 - a. Comply with National Fire Protection Association Standard 10, the Standard for Portable Fire Extinguishers. The Fire Safety Officer shall ensure that Class K portable fire extinguishers are located in the exit path and not more than thirty feet from cooking equipment;
 - b. Comply with National Fire Protection Association Standard 96, the Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations. To meet this requirement, ovens, grills, and similar equipment shall be arranged to enable the use of an adequate sprinkler system or extinguisher coverage; and
 - c. Have a hood fire suppression system and hood cleaning system, which is maintained by BGS from the roof down to the hood screens;
4. Meet the standards of the National Standard Plumbing Code, as adopted by the State of Vermont. No connections to plumbing in the correctional facility may be made to any potable water supply except by a master plumber when available. This includes all salesmen and service technicians hooking up chemical dispensers anywhere in the correctional facility, including laundry areas;
5. Meet the [standard set by the American Society of Sanitary Engineering](#) which requires back flow prevention devices and/or air gaps on all plumbing in a food service operation:
 - a. To meet this requirement, sewer connections shall all utilize air gaps, with the only exception being hand washing sinks.
 - b. A Kitchen Officer who notes a backflow prevention device or a vacuum breaker leaking shall report it to the Food Service Supervisor and correctional facility maintenance staff immediately;
6. Provide adequate avenues for exit in case of emergencies, and have maps posted at doorways identifying a primary and secondary means of egress; and
7. Provide a sanitary loading and receiving area.
 - a. Separated storage areas for trash, compost, recycling, chemicals, paper goods, and food storage shall be provided.
 - b. There should be no ability for cross-contamination between storage areas.

INSPECTIONS

Inspections of the food service area are vital to constant compliance with appropriate health and safety rules.

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Food Service Supervisor shall, at a minimum, perform and document a daily safety and sanitation inspection.

1. The daily inspection shall prioritize ***red critical*** inspection items from the monthly Food Service Inspection Report. ***Red critical*** items are those items which are most likely to make someone ill.
2. Any physical plant deficiencies found through these inspections shall be reported to the Assistant Superintendent and a work order shall be submitted.

Additional Inspections

In addition to the inspections carried out by the Food Service Supervisor, the contracted consultant is obligated to:

1. Visit each correctional facility on a monthly unannounced schedule, to inspect all sanitizing solutions and food service areas, including preparation and storage areas, coolers, and freezers. (The contractor uses the monthly Food Service Inspection Report for these inspections.);
2. Examine records of the concentration of sanitizing solutions and the temperature checks on all refrigerators, coolers, freezers, warehouses, and water temperatures;
3. Examine any recent inspection reports from outside agencies or departments regarding fire, safety, and sanitation; and
4. Prepare a written report of sanitary conditions and safety practices observed, and recommendations for improvement.

SPECIAL TRAINING

The Food Service Supervisor shall ensure that safety and sanitation training for food service employees is conducted on a regular basis and shall keep records regarding course content and participation.

At a minimum, Kitchen Officers and inmates working in correctional facility kitchens shall be trained regularly in the following areas:

1. Fire plan;
2. First aid procedures;
3. Use of safety devices for kitchen equipment;
4. Use and storage of sharps, utensils, and chemicals;
5. Accident prevention techniques regarding scalds, falls, burns, and related injuries; and
6. Proper storage techniques for food service.

In addition, Kitchen Officers shall have the additional following training:

1. The use of Class K portable fire extinguishers and hood suppression systems; and
2. Proper report procedures for accidents and/or hazardous conditions.



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National Restaurant Association (NRA) ServSafe Courses

1. Kitchen Officers must complete the NRA ServSafe employee course (or equivalent as determined by the Director of Facilities).
 - a. At shift bid award posting, future Kitchen Officers shall have three weeks to complete the course on line with a minimum satisfactory score.
 - b. In the event of not passing the course, the future officer shall have one week to turn in a passing certificate or the post bid shall be voided and awarded to the next officer requesting the post.
2. Food Service Supervisors must have and maintain a current NRA ServSafe manager's certificate.
3. The Food Services Supervisor and Kitchen Officers shall encourage inmates to complete the NRA ServSafe employee course and shall maintain an electronic copy of any ServSafe certificate earned by an inmate on the Food Service Supervisor's shared drive.

FOOD HANDLING, STORAGE, DATING, AND LABELING

Kitchen Officers shall ensure that the following standards regarding food handling, dating, and labeling:

1. No food shall be stored in open metal cans. It shall be removed and placed in an appropriate food storage container.
2. All food opened and not consumed shall be labeled with the contents and the date.
3. Perishable food shall be disposed of by the sixth day following the labeled date. For example, if the food was opened and labeled on January 1st, it would have to be disposed of on January 7th.
4. All fruits and vegetables shall be washed and stored at a proper temperature prior to serving.

FOOD TEMPERATURES

Kitchen Officers shall ensure that the following standards regarding food temperature are met:

1. Any food that requires cooking or reheating must be stored at less than 41 degrees Fahrenheit or more than 135 degrees Fahrenheit.
2. Two minutes prior to serving, any food being reheated must attain a temperature of 165 degrees fast as possible, without burning, and maintain that temperature for fifteen seconds. The food:
 - a. Must be reheated using high heat; and
 - b. May not be reheated in a warmer.
3. Minimum internal temperatures of cooked foods are:
 - a. 145 degrees Fahrenheit, maintained for fifteen seconds, for eggs;
 - b. 145 degrees Fahrenheit, maintained for four minutes, for beef and pork roasts;
 - c. 155 degrees Fahrenheit, maintained for fifteen seconds, for pork and ground beef;
 - d. 165 degrees Fahrenheit, maintained for fifteen seconds, for all poultry meat, including ground; and
 - e. 135 degrees Fahrenheit for all other food products.



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4. All hot food should be cooled, within no more than four hours, to 41 degrees Fahrenheit or less.
 - a. Lids may be left loosely covered or uncovered if the food is protected from overhead contamination during the cooling period.
 - b. During this time, the future lid, with its label and date, should be placed beside the cooling product.
 - c. Cooling may take place using any of the following methods:
 - i. Spread the food in shallow pans of two inches of product;
 - ii. Separate the food into smaller, thinner portions;
 - iii. The use of rapid cooling equipment such as ice wands;
 - iv. Stirring food in a container within an ice bath; or
 - v. Adding ice as an ingredient.
5. Frozen food shall preferably be thawed by placing under refrigeration over a period of days. When this is not possible, frozen food may be:
 - a. Thawed by using a:
 - i. Cold running water bath, provided the water is less than seventy degrees Fahrenheit and of sufficient volume to remove debris floating on the surface; or
 - ii. Microwave, if the food is cooked immediately after; or
 - b. Cooked directly from a frozen state to the acceptable cooking temperature listed above.

OTHER SPECIFIC FOOD SERVICE SANITATION PRACTICES

The Assistant Superintendent shall ensure that any grease trap in the kitchen of a correctional facility is cleaned by BGS not less than once a month.

The Food Service Supervisor shall ensure the following sanitation related practices are followed:

1. If snap and glue board traps are used for vermin, then food service staff shall monitor them. No equipment used for vermin control shall be cleaned in food or hand washing sinks. Vermin control is a BGS responsibility. No kitchen or security staff shall apply any form of poison for the control of vermin, including rodents or insects, within a correctional facility.
2. Food containers that will be recycled shall be rinsed prior to disposal.
3. Compost bins shall be used to collect food scraps, as determined by the compost facility.
 - a. These bins shall be washed after each time they are emptied, with the resulting liquid waste not being allowed to run on the ground or down a driveway drain.
 - b. To prevent vermin from being attracted, the compost bins shall be capped with saw dust during times when the temperature is above fifty degrees Fahrenheit. As a guide, if an odor is present, more sawdust covering should be added.
4. The kitchen shall have plastic, leak-proof, waterproof, garbage containers with plastic liners.
 - a. Trash cans not in continuous use must be covered.
 - b. All trash and recycling cans shall be cleaned daily.
5. All cooking utensils and pots shall be washed in hot soapy water followed by a hot water rinse bay and finally a sanitizing sink with temperature and concentration determined by the company manufacturing the sanitizer.

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- a. For a quaternary ammonium sanitizer, the [State of Vermont Health Code](#) indicates the temperature should not be less than seventy-five degrees Fahrenheit and not less than 200 parts per million.
- b. Pots and pans must be left to air dry and never be dried with towels. A fan may be used to accelerate the drying process.
6. Wiping cloths shall be sanitized in the same solution tested to the same results.
 - a. Cloths must always be submerged in the solution when not actively in use wiping a surface.
 - b. Surfaces should be left to air dry and not dried with a towel.
7. Sponges shall not be used in a kitchen in a correctional facility. Green scrub pads are recommended.
8. When stainless steel scrubs are used, they should be examined by the Kitchen Officer prior to and after use by inmates, to ensure that they are in good condition with no easily removable strands.
9. The Kitchen Officer shall inspect eating and cooking utensils and:
 - a. Report to the Food Service Supervisor when replacement is necessary; and
 - b. Remove and secure any unsafe or unsanitary utensils from service. The Kitchen Officer shall annotate the removal of any utensil in the log book.

FOOD SERVICE PROCUREMENT AND RECORD KEEPING

The DOC must maximize food service operations' funds that directly affect the quality of food acquired, prepared, and served. Food Service Supervisors are responsible for maintaining records.

PROCUREMENT

Food Service Supervisors shall ensure that, in addition to the food and supplies needed for any given day, a minimum five-day supply of all food staples is maintained at each correctional facility. This supply guards against any interruption in the food service program that may be caused by adverse weather or other unforeseen situations.

All food purchases shall meet the following guidelines:

1. All food purchased for consumption in correctional facilities shall meet statutory requirements concerning local food procurement, and shall be purchased through food contracts procured by BGS. Exceptions may be made for purchases made under the authority of a Blanket Delegations of Authority (BDA) for local items.
2. The DOC shall adopt an annual and quarterly budget plan for the procurement of foods, supplies, and equipment necessary to provide the daily food allowance required by correctional facilities.
 - a. The Food Services Supervisor shall ensure that the menus provided by the contracted consultant can be used effectively within these budgetary allocations and shall recommend adjustments to the cyclical menu as necessary.
 - b. The contracted consultant is obligated to review these recommendations and may adjust the menus in order to meet fiscal constraints reflecting the cost per meal. This is

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accomplished through the use of a food expenditure cost accounting system that identifies the daily cost per meal, including any visitors and expenses chargeable to other cost centers.

- c. The formula used to determine the cost per meal is as follows:

Beginning Inventory + Purchases = Inventory Available

Inventory Available – Ending Inventory = Cost of Food Consumed

Cost of Food Consumed / Number of Meals Served = Cost Per Meal

3. The Food Service Supervisor shall conduct a monthly inventory that accurately reflects all food and emergency water supply on-hand at the correctional facility.

RECORD KEEPING

Food Service Supervisors shall keep records pertaining to food service operations in the correctional facility. These records are considered permanent, and may not be destroyed unless authorized by law or the State Archivist:

1. Records of monthly inventories that accurately reflect all food on-hand at the correctional facility and establish an average monthly inventory in dollars. These records shall also be used to document that a minimum five-day supply of all food staples is maintained at the correctional facility;
2. Documentation of adequate refrigeration and storage procedures for all food items;
3. The “Inmates In Good Health” log;
4. Documentation of daily inspections of the food service;
5. Records regarding safety and sanitation training for food service employees, including information about course content, the names of employees who participated, and dates when that participation took place; and
6. A log of the temperature of the water in the dishwashing.

The Office of Purchasing and Contracting within BGS maintains records proving that effective procurement procedures result in the purchase of foodstuffs and supplies at competitive wholesale prices.

SPECIAL DIETS

MEDICAL AND DENTAL DIETS

All medical and dental diets shall conform as closely as possible to the food served to the general population for meals. The alternative diet menu shall be utilized as a first resource for substituting the medical or dental diet need. The Food Service Consultant’s contracted registered dietitian shall develop all prescribed medical or dental menus.

Authorization and Ordering of Medical and Dental Diets

Only the Regional Medical Director under contract with the DOC, or designee, may approve a medical or dental diet for an inmate.

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Ordering Medical or Dental Diets

Medical or dental diets shall be ordered, using the following process:

1. If an inmate needs a medically-related diet, he or she shall inform staff at intake or submit a Healthcare Request Form (Sick Slip) when the need becomes known, as per local procedure.
2. The request must be approved by a qualified health care professional (QHCP) prior to the issuance of a temporary medical or dental special diet being ordered for the inmate.
 - a. The QHCP shall make a temporary determination based on a medical review, including any medical diet information provided by the inmate at his or her intake.
 - b. A medical or dental diet shall only be ordered when the QHCP finds that a medical or dental condition prevents the inmate from eating any of the particular food items prepared for the general population.
 - c. Medical or dental diets shall not be ordered to accommodate an inmate's food preference, special request, or religious preference.
3. The temporary medical or dental diet order shall be created using the Medical or Dental Diet Order Form Offender Management System (OMS). All required information for the medical or dental diet order shall be provided, and the following guidelines shall apply:
 - a. The duration of the temporary diet order must indicate the:
 - i. Start date; and
 - ii. End date, if appropriate.
 - b. The inmate and the Food Service Supervisor (FSS) shall receive copies of the medical or dental diet order.
 - c. The QHCP shall review the Service Agreement for Medical/Nutritional Therapy with the inmate and:
 - i. Ask the inmate to electronically sign the appropriate agreement in OMS to reflect whether the inmate accepts or refuses the medical or dental diet;
 - ii. The QHCP shall electronically sign the completed service agreement in OMS; and
 - iii. Provide the inmate with a copy of the completed and signed service agreement.

No medical diet shall be accepted without a signed service agreement.
 - d. When a medical diet order is issued in response to an allergy, the QHCP shall enter an alert with the relevant information using the Keep Apart/Alerts tab in OMS.
4. The QHCP shall document the condition requiring a medical diet in the inmate's medical records.
5. Medically-ordered supplemental snacks shall be handled in the same manner as a medical diet.
6. The temporary medical or dental diet order shall continue until:
 - a. The end date, if specified;
 - b. Ended by the review process;
 - c. It is replaced by a limited or standing medical or dental diet order; or
 - d. It is cancelled by the inmate.
7. The temporary medical or dental diet order shall be forwarded to the Regional Medical Director under contract with the DOC or designee, who shall review the temporary order and approve or deny its continuation in OMS.
8. The inmate may request counseling regarding the medical or dental diet order by submitting a health care request form.

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Review of Medical or Dental Diets

The Regional Medical Director or designee shall review all temporary medical or dental diet orders for approval, as follows:

1. The Regional Medical Director or designee shall indicate in OMS:
 - a. If the medical or dental diet is approved or denied; and
 - b. The date of the director's review.
2. If the temporary medical or dental diet order is approved, it shall become a limited or standing medical or dental diet order. The duration of the limited or standing medical or dental diet order must include:
 - a. A start date; and
 - b. Either:
 - i. An end date, if it is a limited diet order; or
 - ii. A review date, if it is a standing diet order.
3. Standing medical or dental diet orders shall be periodically reviewed.
4. A limited or standing medical or dental diet order shall continue until:
 - a. The end date;
 - b. The review date, if prior to that date the diet order has not been:
 - i. Reviewed;
 - ii. Approved for continuance; and
 - iii. Issued a new review date;
 - c. It is ended by the review process; or
 - d. It is cancelled by the inmate.

Refusal of Medical or Dental Diet

An inmate may refuse a medical or dental diet order by signing the Service Agreement for Medical/Nutritional Therapy and checking the "I refuse" statement.

An inmate with a medical or dental diet may request that the medical or dental diet order be cancelled, using the following process:

1. The request shall be made in writing by submitting a completed and signed [Special Diet Cancellation Request form](#) to the FSS.
2. The FSS shall enter the information into the Medical or Dental Diet Order Form in OMS.
3. The cancellation request shall become effective immediately when the FSS enters the information into OMS.
4. The inmate shall be given a copy of the cancellation of the medical or dental diet order.
5. When an inmate requests cancellation of a medical or dental diet order, the FSS shall inform the QHCP.

Facility Transfers

When an inmate with a medical or dental diet order is transferred to another facility, the following procedures apply:

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1. Medical staff shall include all pertinent information regarding the diet on the special needs section of the Intra-System Transfer Form.
2. The FSS of the sending facility shall ensure that the information concerning the inmate's medical or dental diet order is updated using the Medical or Dental Diet Order Form in OMS.
3. If medical staff reports to food service staff that the inmate needs a medical or dental diet order and there is a lack of information in OMS regarding the diet:
 - a. Food service staff in the receiving facility shall provide the medical or dental diet to the inmate; and
 - b. The FSS in the receiving facility shall enter the information in the medical and Keep Apart/Alerts tabs in OMS, as appropriate.

Commissary Provision

Upon request, DOC shall provide commissary purchase receipts to a designated QHCP so that he or she may educate inmates in proper self-care and nutrition.

RELIGIOUS AND ALTERNATIVE DIETS

The DOC shall provide an alternative diet to inmates housed in correctional facilities in Vermont who elect to consistently receive it. Inmates may request a religious diet [as prescribed by their religion](#) if the alternative diet does not satisfy their religious requirements.

Inmates confined in special housing retain the right to receive an alternative or religious diet.

Guidelines Specific to Religious Diets

Food services staff shall prepare approved religious diets according to religious dietary requirements.

All religious diets shall be authorized and ordered through the process described below. Religious diets shall *not* be ordered by a QHCP.

Religious diets shall only be denied if there is no religious basis for the diet request. An inmate shall not be denied a religious diet without a conversation in which he or she may explain the religious basis for the request.

Holy Day Meals

The dietary requirements of religious holy days, including fasting periods, shall be taken into consideration. If an inmate would like a special meal for a religious holy day, the following procedures shall be followed:

1. The inmate may request the special meal through their Volunteer Services Coordinator (VSC).
2. The VSC shall facilitate the request with the Superintendent for approval or denial.

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3. If the request is approved, the FSS shall be responsible for the preparation of the meal.

With the approval of the Superintendent, volunteers may bring in special religious food items for holy days.

Guidelines Specific to Alternative Diets

An inmate on an alternative diet program shall receive an alternative to the standard menu that is completely free of meat, poultry, and fish. Food services staff shall strictly follow recipes to ensure compliance with guidance provided by the contracted dietician. In most instances, the alternative meal diet shall be sufficient to meet vegetarian, medical, dental, and religious dietary requirements.

Procedural Guidelines for Religious and Alternative Diets

When an inmate wishes to request a religious or alternative diet, the following procedure shall be followed:

1. The inmate shall complete and sign a [Request for Religious/Alternative Diet form](#) and submit it to the FSS.
2. The FSS shall enter the information into the Religious or Alternative Diet Form in OMS and ask the inmate to electronically sign the request and a [Religious/Alternative Diet Participation Agreement](#).
3. The FSS shall:
 - a. Review the request and document a recommendation on the Religious or Alternative Diet Form in OMS for the:
 - i. Approval of a request for an alternative diet; or
 - ii. Approval or denial of the request for a religious diet. If the recommendation is to deny the religious diet request, the FSS shall include a reason; and
 - b. Notify the Assistant Superintendent that the recommendation is awaiting review.
4. The Assistant Superintendent shall:
 - a. Approve the request, if it is for an alternative diet; or
 - b. Make the determination as to whether the request for a religious diet shall be approved or denied.
5. The Assistant Superintendent shall document the approval or denial of the religious or alternative diet on the Religious or Alternative Diet Form in OMS. This documentation shall include the reason for all religious diet requests which are denied.
6. If the application for a religious diet is **denied**:
 - a. The FSS shall distribute copies of the denied request to the inmate.
 - b. The inmate may appeal the decision to the Superintendent using an inmate request form.
7. If the application for a religious or alternative diet is **approved**, the FSS shall distribute copies of the approved request and the [Religious/Alternative Diet Participation Agreement](#) to the inmate.
8. The religious or alternative diet shall be continued upon an inmate's transfer to another facility.

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Religious or Alternative Diet Non-Compliance

1. As a condition of receiving a religious or alternative diet, an inmate shall electronically sign the [Religious/Alternative Diet Participation Agreement](#), indicating his or her agreement to a number of conditions.
2. Any staff member who notices an incident of non-compliance with these conditions shall document it in OMS as a reportable incident [according to DOC procedures](#).
3. If an inmate violates the conditions of his or her religious or alternative diet two or more times within a one year time period, the inmate shall receive an Inmate Disciplinary Report for engaging in minor disruptive behavior that interferes with normal facility operations or interferes with the program or living environment of other inmates, in accordance with the [administrative directive on facility rules and inmate discipline](#).

A report of religious or alternative diet non-compliance that has not been upheld shall not be counted as a violation of the conditions of his or her religious or alternative diet for the purposes of this section.

Voluntary Religious or Alternative Diet Cancellation

An inmate may request that his or her religious or alternative diet be cancelled, using the following procedure:

1. The request shall be made in writing by submitting a completed [Special Diet Cancellation Request form](#) to the FSS.
2. The FSS shall enter the information into the Religious or Alternative Diet Form in OMS.
3. The cancellation request shall become effective immediately when the FSS enters the information into OMS.

IMPLEMENTATION OF SPECIAL DIETS PROVISIONS

1. The Superintendent of each correctional facility in Vermont shall ensure that the DOC policies and procedures in this document concerning food service operations are consistently and fairly applied.
2. The correctional facility FSS shall ensure that approved special diet meals are appropriately prepared and records are kept in OMS.
3. The DOC Health Services Administrator or designee shall ensure that the medical contractor trains its staff on the requirements regarding the provision of special diets in accordance with the [administrative directive on food service operations](#).
4. The Director of Facilities or designee shall ensure that the food service contractor trains FSSs on the requirements of the [administrative directive on food service operations](#).

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SPECIAL DIET PERFORMANCE ACCOUNTABILITY

1. The Superintendent, in conjunction with the FSS, shall ensure that records of inmate special diet requests and compliance are maintained.
2. The Hearings Administrator shall provide quarterly reports on grievances regarding special diets to the executive management team.
3. The Facility Corrections Operations Manager shall develop quality assurance procedures to verify and validate local procedures relative to the provision of special diets as required by the [administrative directive on food service operations](#) and to gather information on special diet trends and patterns into annual correctional facility reports to the Director of Facilities.
4. The Facility Corrections Operations Manager, in conjunction with correctional facility Superintendents, shall use the information gathered through local and statewide quality assurance procedures to develop improvement or corrective plans.