



Virginia Department of Corrections

Facility Services and Work

Food Service Manual Chapter 15

Almost Home Café

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Signature

Date

REVIEW

The Director of Food Services will ensure that each Chapter of the Food Service Manual is reviewed annually and revised as necessary.

COMPLIANCE

The Food Service Manual is issued with the intent to pull together information from a variety of sources such as directives, operating procedures, regulations, and other mandatory requirements and applies to all Food Service activities in facilities operated by the Department of Corrections (DOC). Contract Food Service vendors must follow all provisions of the Food Service Manual within the specifications of their contract. This manual will not change requirements contained in any approved directive or operating procedure, but does contain specific operational details not included in other documents. Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, and DOC directives and operating procedures.

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DEFINITIONS

Community Corrections Alternative Program (CCAP) - A system of residential facilities operated by the Department of Corrections to provide evidence-based programming as a diversionary alternative to incarceration in accordance with COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*.

Facility Unit Head - The person occupying the highest position in a DOC residential facility, such as an institution, field unit, or Community Corrections Alternative Program.

Foundations Culinary Arts Program - A National Restaurant Association training program offered at select Department of Corrections facilities, is designed to equip students with the knowledge, fundamental skills, training, certifications, and expertise to be successful in the food service industry.

ManageFirst Program - A program created by the National Restaurant Association Educational Foundation to train food service employees valued skills to lead and manage a successful food service operation.

ServSafe® - A training program from the National Restaurant Association and accredited by the American National Standards Institute - Conference for Food Protection for food service workers to learn to implement essential food safety practices and create a culture of food safety.

PURPOSE

This Chapter provides protocols to ensure that the Department of Corrections (DOC) Almost Home Café, re-entry restaurant located at Headquarters, that includes the New Beginnings Restaurant and the Fresh Start Bakery operate efficiently and responsibly.

PROCEDURE

- I. Food Service Management Responsibilities
 - A. Food Operations Director
 1. Oversees the Culinary Arts Program.
 2. Orders and receives food products, equipment, and other supplies.
 3. Develops staff and inmate work schedules and manages work performance.
 4. Monitors food cost and other expenses.
 5. Maintains reports and ensures accurate record keeping.
 6. Ensures the provision of proper customer service and food quality.
 7. Provides for menu development and inmate and Community Corrections Alternative Program (CCAP) probationer/parolee workforce training.
 8. Oversees re-entry programs and training for the inmate and CCAP probationer/parolee workforce.
 - B. Food Operations Assistant Director
 1. Acts as the Food Operations Director in their absence.
 2. Maintains sanitation requirements.
 3. Maintains food preparation requirements.
 4. Ensures meal preparation and coordinates other food service activities.
 5. Provides for menu development and inmate and CCAP probationer/parolee workforce training.
 6. Manages the work schedule and leave records for Food Operations Supervisors.
 - C. Food Operations Supervisor
 1. Supervises inmates and CCAP probationers/parolees in the preparation of all foods according to recipes.
 2. Ensures quality meals are served in a timely manner.
 3. Provides culinary arts and skill development training for the inmate and CCAP probationer/parolee workforce.
 4. Ensures sanitary conditions within the food service area in accordance with all Chapters of the Food Service Manual.
 5. Instructs the inmates and CCAP probationers/parolees on proper receiving and storage procedures.
 6. Performs other duties as assigned by the Food Operations Director and Food Operations Assistant Director.
- II. Inmate and/or CCAP Probationer/Parolee Workforce
 - A. The Almost Home Café inmate workforce is comprised of inmates from the Central Virginia Correctional Unit 13 (CVCU 13) and CCAP probationer/parolees assigned to the Chesterfield Women's CCAP.
 - B. Institutional Inmate Employment
 1. The Food Operations Director or Food Operations Assistant Director must notify the Facility Unit

Head at CVCU 13 when there are issues with adequate inmate staffing, e.g., job openings.

- a. The Facility Unit Head or designee will post notices of all Almost Home Café job openings for inmate workers at CVCU 13 in applicable housing area(s) and other appropriate places for inmate access; see Operating Procedure 841.2, *Offender Work Programs*.
 - b. Once the Facility Unit Head or designee receives a sufficient number of applications, the Almost Home Café designee will interview each inmate.
 - c. The Almost Home Café designee will hire inmate workers at their discretion.
2. The inmate workforce will receive training and be required to perform the following food service functions at the Almost Home Café:
- a. Cashiers
 - b. Chef, Cooks
 - c. Line Servers
 - d. Wait Staff
 - e. Bakers
 - f. Dishwashers
 - g. Prep Cooks
 - h. Clerk
 - i. Stock Personnel
3. Inmates assigned to the Almost Home Café workforce are expected to comply with the provisions of the inmate disciplinary procedure. Workforce inmates who violate these provisions are subject to disciplinary action in accordance with Operating Procedure 861.1, *Offender Discipline, Institutions*.

C. Chesterfield Women's CCAP Employment

1. The Facility Unit Head or other designated staff at the Chesterfield Women's CCAP may assign CCAP probationers/parolees to the Almost Home Café for community employment.
2. The Food Operations Director or Food Operations Assistant Director will notify the Facility Unit Head or designee to arrange an interview for the job opening.
3. In order to ensure a qualified applicant pool, Almost Home Café management staff will interview at least three CCAP probationers/parolees for each job opening.
4. Management staff conducting the interview will forward the selected candidate's information to the Director of Food Services for approval to hire.
5. There are restrictions of what an inmate and CCAP probationer/parolee is allowed to do and there are procedures in which the inmate must be familiar with; see Attachment 1, *CCAP Worker Job Duties*.

III. Education and Training

- A. Several food service education programs sponsored by the National Restaurant Association, ServSafe, Foundations Culinary Arts Level 1 and Level 2, are offered to inmate and CCAP probationer/parolee workers assigned to the Almost Home Café.
1. Food Service staff will provide the ServSafe and Foundations Culinary Arts classes at Headquarters or CVCU 13.
 2. These classes are provided to inmate and CCAP probationer/parolee workers assigned to the Almost Home Café and/or inmates assigned to food services at CVCU 13.
 3. The Director of Food Services must approve all inmate and CCAP probationer/parolee enrollment into the classes.
- B. The Food Operations Director or Food Operations Assistant Director will ensure that the inmate and CCAP probationer/parolee workforce is trained in Maintaining Professional Boundaries.

- C. The Food Operations Director is responsible for ensuring that staff offer these classes to the inmate and CCAP probationer/parolee workforce and document the classes in the inmates and CCAP probationers/parolees employment folder.

IV. Workforce Uniforms

- A. The Food Operations Director or designee will purchase uniforms for the Almost Home Café workforce.
- B. The Food Operations Director, Food Operations Assistant Director, or designee will take the uniforms to CVCU 13 and deliver them to the Property Officer on duty.
- C. The Food Operations Director or Food Operations Assistant Director will notify the Property Officer at CVCU 13 to issue uniforms to Almost Home Café workforce as needed.

V. Inmate Pay Variance:

- A. Almost Home Café inmate workers, with appropriate approval and completion of designated educational requirements, may receive bonus pay and be paid at a higher rate than inmates assigned to other CVCU 13 jobs.
- B. When a pay variance for inmates working in the Almost Home Café has been approved, the Food Operations Director will ensure that the *Procedure Variance Request* 010_F11 for bonus pay is current, updated when necessary, and resubmitted for approved prior to expiration.

VI. Menu Development

- A. The Food Operations Director, Food Operations Assistant Director, or designee will develop an Almost Home Café menu for distribution to all Headquarters and P&P District 1 staff.
 - 1. The menu will offer a variety of “weekly specials” that are made up of popular dishes that appeal to customers as determined by food sales and customer feedback.
 - 2. Almost Home Café staff will email the menu to all Headquarters staff at Allheadquarters@vadoc.viginia.gov and P&P District 1 staff at AllDistrict01@vadoc.virginia.gov prior to the beginning of each week.
- B. Almost Home Café management staff will train the inmate workforce in the proper techniques for serving high quality restaurant style food by focusing on presentation, taste, and customer service.
- C. The menu will be priced in such a manner that allows the Almost Home Café to generate a monthly profit based on net sales.

VII. Purchasing

- A. The Food Operations Director will use the Pcard in most cases to purchase food and miscellaneous items for the Almost Home Café.
- B. The Food Operations Director must compare prices for food items and supplies from approved vendors and choose good quality items at the most reasonable price.
- C. All purchasing of food and miscellaneous items for the Almost Home Café must be in accordance with Operating Procedure 210.3, *Accounts Receivable* and Operating Procedure 210.4, *Accounts Payable Administration and Management*.
- D. When purchasing items from outside of a mandatory source, an approved waiver is required.

VIII. Almost Home Café Staff Meal Purchases and Catering

- A. Each staff member assigned to work at the Almost Home Café is eligible to receive one free meal per shift, provided the staff member consumes the meal on Headquarters property.
- B. Almost Home Café staff members may purchase items from the Almost Home Café to take home with

them.

1. In an effort to prevent any “Conflict of Interest” issues, staff must have a receipt for the food item(s) that verifies payment for the item(s).
2. Staff must notify the Food Operations Director or designee that they are taking item(s) from the Café.

C. All State employees are eligible to purchase items listed on the Almost Home Café catering menu.

1. In order for this process to be effective, the staff member must complete a *Catering Request* FSM_F31.
2. Once the *Catering Request* top portion has been completed, a meeting with the Café management team will be scheduled (in person, phone, or email) to verify that the date, time, menu, and location is feasible. Pricing will also be provided during this meeting.
3. The Food Operations Director/designee or the Director of Food Service/designee must sign the *Catering Request* and return to the unit requesting catering services.
4. The unit requesting services will then proceed with the remaining signatures on the *Catering Request*.
5. Catering services will not be provided until all signatures on the *Catering Request* are received and the form has been provided to the Café for processing.
6. After the catering event has concluded, the unit requesting catering services must provide a member of the Café management team a list of all attendees by email or in person.

IX. Technology

- A. Internet technology used for in house point of sale (POS) system allows inmates and CCAP probationers/parolees the ability to process payment transactions through Elavon and back to the Almost Home Café POS system only. There is no direct access to the internet using the POS system.
- B. All users will be trained on the POS system prior to gaining access.
- C. All end of day sales reports will be printed at the POS system terminal. Any adjustments to the system through the internet will be conducted by an Almost Home Café supervisor. This includes any voided/cancelled transactions once the sale has taken place. The cashier will be able to cancel an order before the transaction has taken place.
- D. Any maintenance to the system will be conducted by an Almost Home Café supervisor.

X. Cash Management

- A. A member of the management team will verify the cash on hand at the beginning and end of each shift.
- B. At the end of a cashier’s shift, the register will be closed out and staff will verify the funds against the cash register receipt read out.
 1. The cash register allowed shortage and/or overage must not exceed \$1.00 per register.
 2. In the event the end of the day readout is in excess of \$1.00, the following steps be exercise to recover the money:
 - a. Review the cash register slip to ensure that the cash due amount is correct.
 - b. Report the shortage to the Food Operations Director or Food Operations Assistant Director.
 3. The Food Operations Director or Food Operations Assistant Director will notify the Director of Food Services.
 4. The Food Operations Director or the Food Operations Assistant Director will notify the Shift Commander at CVCU 13 and the Chesterfield Women’s CCAP and request that facility staff conduct a strip search on all workers returning to the facility in an attempt to recover the missing funds.
 5. The cashier assigned to the register that is short will be reassigned to another job position at the Almost Home Café.

- C. A petty change fund may be available not to exceed \$1.00 per register that can be used to offset the cash register in case of a shortage due to human error.
1. This fund can be made up with any cash register overages.
 2. The amount in the petty change fund must be documented on the *Cash Drawer Count_FSM_F32* and verified by a manager.
 3. The cashier must ring up any petty fund change in excess of \$1.00 as a sale.

XI. Inventory and Tool Control

A. Inventory

1. Almost Home Café staff will conduct a daily perpetual inventory of all food items on an ongoing basis throughout the workday.
2. Management staff will conduct a physical inventory of all food items at least once a week, when possible.
3. Each month, a different staff member will conduct and verify the end of the month inventory will be to allow for a sufficient amount of “separation of duties”.
4. The inventory amount of food and supplies allowed at the end of the month will not exceed ten days of operating inventory, other than special buys from Virginia Distribution Center.

B. Tool Control

1. In order to train inmates to work successfully in a restaurant environment, the use of knives is permitted for CVCU 13 and Chesterfield Women’s CCAP workers under the following guidelines:
 - a. The Almost Home Café management staff must complete and maintain an approved *Procedure Variance Request 010_F11*, allowing the use of lock box in place of a shadow board.
 - b. Knives must be issued to each CVCU 13 and Chesterfield Women’s CCAP individually and the worker will assume responsibility for it.
 - c. Almost Home Café management staff must account for all knives and thermometers at a minimum of, three times each day. This will occur at the beginning of each shift, prior to the removal of trash from the building, and at the end of each shift.
2. In the event that that a knife or thermometer is missing, Almost Home Café management staff will immediately contact the Facility Unit Head or designee at both facilities, CVCU 13 and the Chesterfield Women’s CCAP, and the Director of Food Services or designee.

XII. Health Inspections

- A. The DOC Environmental Specialists will inspect the Almost Home Café according to Food Service Manual Chapter 6, *Sanitation and Safety*.
- B. The Almost Home Café will operate in accordance with established DOC Sanitation guidelines; see Food Service Manual Chapter 6, *Sanitation and Safety*.

REFERENCES

COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*

Operating Procedure 210.3, *Accounts Receivable*

Operating Procedure 210.4, *Accounts Payable Administration and Management*

Food Service Manual Chapter 6, *Sanitation and Safety*

Operating Procedure 841.2, *Offender Work Programs*

Operating Procedure 861.1, *Offender Discipline, Institutions*

ATTACHMENTS



Attachment 1, *CCAP Worker Job Duties*

FORM CITATIONS

Procedure Variance Request 010_F11

Catering Request FSM_F31

Cash Drawer Count FSM_F32

