



# Virginia Department of Corrections

## Facility Services and Work

### Food Service Manual Chapter 1

#### *Food Service Management*

**Authority:**

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9/21/2022

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.

*The content owner reviewed this operating procedure in October 2023 and determined that no changes are needed.*

*The content owner reviewed this operating procedure in October 2024 and determined that no changes are needed.*

### 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**

**Food Operations Director/Manager** - A general term to refer to the highest-ranking food service person in a facility, Food Operations Director or Food Operations Manager Senior.

## PURPOSE

This Chapter of the Food Service Manual provides protocols to ensure that the operation of food services within the Department of Corrections (DOC) is managed efficiently and responsibly and that such service is provided within established procedures and standards. (2-CO-4C-01)

## PROCEDURE

- I. Director of Food Services
  - A. The Director of Food Services is responsible for the statewide coordination of food service operations.
  - B. The Director of Food Services will assure statewide compliance with the Food Service Manual and all applicable regulations, procedures, and standards regarding sanitation, inventories, food quality, equipment maintenance, and purchasing.
- II. Regional Food Service Field Directors
  - A. Regional Food Service Field Directors are responsible for the coordination of food service operations within their assigned facilities.
  - B. Regional Food Service Field Directors are to advise Regional Operations Chiefs, Regional Administrators, Facility Unit Heads, and the Food Operation Directors/Managers in the proper and most cost effective operations of each food service department.
  - C. The Regional Food Service Field Directors along with the Regional Operations Chiefs, Regional Administrators, and Facility Unit Heads, who have primary responsibility for facility operations, will assure facility compliance with the Food Service Manual and all applicable regulations, procedures, and standards regarding sanitation, inventories, food quality, equipment maintenance, and purchasing.
  - D. The Regional Food Service Field Directors are responsible for review, monitoring, and consolidation of required reports, training, and cost control of food service operations.
- III. Food Services Registered Dietitian
  - A. The Registered Dietitian is responsible for the preparation of all menus and recipes and provides nutrient analysis to ensure compliance with National Academy of Science's Recommended Dietary Allowances and American Correctional Association (ACA) standards.
  - B. The Registered Dietitian:
    1. Monitors all facilities for compliance in the Healthy Eating Plan.
    2. Monitors compliance with all policies and operating procedures.
    3. Serves as dietary resource for food service staff, health services, and facility administrators.
- IV. Food Operations Director/Food Operations Manager Senior
  - A. Food Operations Directors/Managers will manage and supervise all staff, inmates, and CCAP probationers/parolees assigned to food service operations, and assure that all food service and sanitation procedures are followed.
  - B. Responsibilities include:
    1. Ordering and reception of food products, equipment, and other needed supplies
    2. Maintenance of adequate inventories
    3. Development of preventive maintenance, cleaning, and sanitation schedules
    4. Record keeping and reports
    5. Development and supervision of work schedules and performance
    6. Monitoring of food cost and other food service expenses
    7. Compliance with ACA standards
    8. Provision of on-site training to staff, inmates, and CCAP probationers/parolees

- V. Food Operations Assistant Directors
- A. Food Operations Assistant Directors supervise Food Operations Supervisors, inmates, and CCAP probationers/parolees assigned to food service operations.
- B. Primary responsibilities include:
1. Food preparation
  2. Sanitation
  3. Work schedules and time records for Food Operations Supervisors
  4. Reception of food and food supplies
  5. Maintenance of equipment
  6. Floor management of food service operations
  7. Ensure the meal preparation and other food service activities are performed in accordance with policy and operating procedures
  8. Assist the Food Service Director in ensuring that food costs are in compliance and supplies, labor, and equipment are in compliance within the allotted budget
  9. Act as administrator in the absence of the Director of Food Services
  10. Conduct training with the Food Operations Supervisors, inmates, and CCAP probationers/parolees
- VI. Food Operations Supervisors
- A. Food Operations Supervisors will supervise inmates and CCAP probationers/parolees in the preparation of all foods in accordance with the master menu.
- B. Primary responsibilities include:
1. Receive incoming food and supplies
  2. Maintain sanitary conditions within the food service area
- C. Other duties as designated by the Food Operations Director/Manager
- VII. Food Service Management
- A. In all facilities, a full-time staff member who is experienced in food service management will supervise/oversee the food service operation. (5-ACI-5C-01)
- B. Supporting staff (including Food Operations Supervisors and/or inmate or CCAP probationer/parolee food service workers) will be sufficient in number to ensure preparation and service of meals in accordance with this manual.
- C. Food Operations Supervisors will be assigned in sufficient numbers and at sufficient times so that all active areas of the food service operation are closely monitored and supervised at all times.
- D. A sufficient number of inmate and CCAP probationer/parolee food service workers will be assigned so that all aspects of the food preparation and service areas are efficiently and safely operated according to the needs of the facility and the procedures outlined in this manual. The number of inmates and CCAP probationers/parolees assigned to food service should be 10-15 percent of the total facility population.

## REFERENCES

None

## ATTACHMENTS

None

## FORM CITATIONS

None

