



Food Service Manual

Effective Date October 1, 2018	Chapter 14
Amended	Operating Level Food Service Department
Supersedes Food Service Manual Chapter 14 (8/1/15)	
ACA Standards None	
Office of Primary Responsibility Director of Food Services	

Subject
OFFENDER TRAINING PROGRAMS

Incarcerated Offender Access Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Attachments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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I. PURPOSE

This chapter of the Food Service Manual provides for consistent ServSafe and Culinary Arts Training Programs throughout the Department of Corrections that work in conjunction with the National Restaurant Association’s Educational Department.

II. 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 shall follow all provisions of the Food Service Manual within the specifications of their contract. This manual shall 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 shall comply with applicable State and Federal laws and regulations, ACA standards, Board of Corrections policies, and DOC directives and operating procedures.

III. DEFINITIONS

Foundations Culinary Arts Program - A National Restaurant Association training program offered at select DOC facilities, is designed to equip the participants with the knowledge, fundamental skills, training, certifications, and expertise to be successful Food Service employees and managers.

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

IV. PROCEDURE

A. ServSafe Food Protection Manager Certification

1. Every DOC facility is required to participate in the ServSafe initiative. Each facility is to have a ServSafe Instructor/Proctor working in the Food Service Department and conducting at least one ServSafe class per quarter. The ServSafe Program is being offered to all offenders in conjunction with the Virginia Adult Re-entry Initiative to enhance food safety in all aspects.
 - a. The ServSafe Course book, offered in English, Spanish, Chinese, Korean, Japanese, Canadian French, and large print, covers the 9 main areas of food safety which include:
 - i. Purchasing Food Items
 - ii. Receiving Food Items
 - iii. Storage of Food Items
 - iv. Preparation of Food Items
 - v. Cooking Foods
 - vi. Holding Foods
 - vii. Cooling Foods
 - viii. Reheating Foods
 - ix. Serving Food

2. The facility's Food Operations Director/Manager is responsible for ensuring that the ServSafe Program is being facilitated at their location.
 - a. The Food Operations Director/Manager shall make periodic inspections of each ServSafe class and the Instructor will keep the Food Operations Director/Manager informed on class progress.
 - b. The Regional Food Service Field Director will be made aware of any issues noted.
3. Requirements for ServSafe Instructors:
 - a. Must be a current DOC employee with current "Contributor" or higher evaluation
 - b. Must have permission from their Supervisor
 - c. Must work in DOC Food Service Department or have equivalent experience and be recommended by the Food Operations Director/Manager
 - d. Must be a certified ServSafe Instructor/Proctor
 - i. New Instructors must go on the National Restaurant Association's website and take the ServSafe Instructor/Proctor exam. Upon successful completion of the exam, the Instructor must provide a copy of the "Certified ServSafe Instructor & Registered ServSafe Examination Proctor" certificate to the Regional Food Service Field Director.
 - ii. Must assist a current ServSafe Instructor with a minimum of two classes prior to instructing their own class
 - iii. Must have the approval of the Regional Food Service Field Director prior to instructing their own class
 - e. The ServSafe Instructor/Proctor must abide by the rules and regulations established by the National Restaurant Association when instructing the class and administering the exam.
 - i. These regulations are reviewed online with the National Restaurant Association when the Instructor requests to be a Proctor.
 - ii. Failure to do so may result in the Instructor being held accountable in accordance with Operating Procedure 135.1, *Standards of Conduct*, and may impact the Instructor's approval to conduct future classes.
 - f. Must notify the ServSafe/Foundations Coordinator when a new class is beginning and request answer sheets in a timely manner
 - g. The Instructor must provide a [ServSafe/Foundations Course Roster](#) FSM_F24 to the ServSafe/Foundations Coordinator with the student information prior to the class.
 - i. The students name, VACORIS number, and projected release date must be included.
 - ii. Upon completion and after receiving the test scores for each student, the Instructor must provide the "Exam Session Score Analysis" that is received from the National Restaurant Association to the ServSafe/Foundations Coordinator.
 - iii. The comments section must note how many students passed and failed.
 - h. Must order the ServSafe tests through the National Restaurant Association website, with training provided by the Regional Food Service Field Director if necessary
 - i. Must maintain copies of all of the ServSafe Certifications on each offender and keep these certifications for review by the Regional Food Service Field Director
 - j. The Instructor is responsible for all material pertaining to the class.
 - i. The Instructor is to retrieve the course book from the student upon the completion of the class or if the student has stopped the class.
 - ii. In the event of an unexpected transfer, the Instructor will contact the facility where the offender has been transferred and request that the course book be returned to the Instructor.
 - iii. A record of this communication shall be placed in the student's folder for documentation purposes.
 - iv. The Instructor shall document each offender's successful completion in a VACORIS *Facility Note*. The Food Operations Director/Manager is responsible for confirming proper entries into VACORIS.

4. Requirements for Students:
 - a. Submit a written request to the facility Food Operations Director/Manager. Must have, at a minimum, an 8th grade education as verified by the DOC Division of Education
 - b. Must work or have worked in the facility's Food Service Department and have demonstrated their abilities in Culinary Arts; work experience and knowledge may be considered in lieu of DOC Food Service employment. Offenders currently employed in the Food Service Department will have priority.
 - c. Must have a desire to learn and preferably have a desire to pursue a career path in the Food Service Industry
 - d. Must have a schedule that allows them to attend the ServSafe class; absences, unless excused by the Medical Department, may result in termination from the class.
 - e. Each student must sign a [ServSafe/Foundations Book Contract](#), FSM_F23, committing to orderly participation in classes and taking responsibility for the ServSafe course book. If the course book is damaged, lost, or stolen, the offender must pay for a replacement.
 - f. Upon successful completion of all classroom exercises, the student is eligible to take the final exam.
 - i. If the student does not pass the exam, a second exam may be administered within two weeks at the discretion of the Instructor.
 - ii. Additional attempts will cost \$38.50 at the offender's expense for the exam.
 - g. The Instructor has the final discretion of approving offenders to be enrolled in the class
5. Upon successfully passing the National Exam, the student will receive certification which is valid for 5 years.

B. Foundations Culinary Arts Training Program

1. The Foundations Culinary Arts Program, offered at select DOC facilities, is designed to equip the participants with the knowledge, fundamental skills, training, certifications, and expertise to be successful Food Service employees and managers. The program aids in the scope of empowering oneness within the facility among the staff with an enhanced menu, restaurant style service, and promoting a healing environment for all.
2. The Director of Food Service will appoint a DOC ServSafe/Foundations Coordinator to oversee the Foundations Culinary Arts Training Program.
3. The facility's Food Operations Director/Manager is responsible for ensuring that the Foundations Program is being facilitated at the designated facilities.
 - a. The Food Operations Director/Manager shall make periodic inspections of each class and the Instructor will keep the Food Operations Director/Manager informed on class progress.
 - b. The DOC ServSafe/Foundations Coordinator will be made aware of any issues as they arise.
4. Food items needed for labs are to be received from the inventory of the Food Service Department.
 - a. As not all food is available that is listed in the textbook, substitutions can be made to work within the available inventory.
 - b. The Food Operations Director/Manager or Assistant Director must approve all items being used for labs in order to control food costs.
 - c. The students are allowed to taste and consume the completed labs and when possible, these items should be incorporated into the staff meals for the day in an effort to enhance the dining experience.
5. The complete Foundations Level 1 & 2 program requires 14 months to complete.
 - a. Each module requires a six-month instruction period with an additional month built in to allow for class cancellations and make-ups.
 - b. Class is instructed one day a week at a time that meets the Instructor's discretion.

6. The course is broken into two modules; inclusive of in-class tutorial, correspondence learning, food preparation labs, and on the job training.
 - a. Foundations Level 1 Curriculum:
 - i. Welcome to the restaurant and food service industry
 - ii. Keeping Food Safe
 - iii. Workplace Safety
 - iv. Kitchen Essentials 1 – Understanding Standards and Recipes
 - v. Kitchen Essentials 2 – Equipment and Techniques
 - vi. Stocks, Sauces, and Soups
 - vii. Communication
 - viii. Management Essentials
 - ix. Fruits and Vegetables
 - x. Serving your Guests
 - xi. Potatoes and Grains
 - xii. Building a Successful Career in the Industry
 - b. Foundations Level 2 Curriculum:
 - i. Breakfast Foods and Sandwiches
 - ii. Nutrition
 - iii. Cost Control
 - iv. Salads and Garnishes
 - v. Purchasing and Inventory
 - vi. Meat, Poultry, and Seafood
 - vii. Marketing
 - viii. Desserts and Baked Goods
 - ix. Sustainability in the Restaurant and Foodservice Industry
 - x. Global Cuisine – 1
 - xi. Global Cuisine – 2
7. Requirements for Instructors
 - a. Must be a current DOC employee with current “Contributor” or higher evaluation
 - b. Must work in the DOC Food Service Department
 - c. Must have the Regional Food Service Field Director or DOC Foundations Coordinator’s approval to begin their own class
 - d. Must have their Supervisor’s permission to instruct the class
 - e. Must be a ServSafe Instructor/Proctor
 - f. New Instructors must contact the Regional Food Service Field Director and request permission to train as a Foundations Instructor. Training Requirements:
 - i. The new Instructor will be enrolled in Foundations Level 1 with the offender population.
 - (a) Upon completion, the Instructor will take the final Foundations exam with the students and must achieve a passing score to continue teaching the program.
 - (b) The Instructor will notify the VADOC ServSafe/Foundations Coordinator and request to have a proctor available to administer the exams.
 - ii. The Instructor will continue with this process throughout the Foundations Level 2 and must pass the final exam in order to continue instructing future classes. The Instructor will notify the VADOC ServSafe/Foundations Coordinator and request to have a proctor available to administer the exams.
 - iii. Upon successful completion of both Level 1 and Level 2, the Instructor must register with the National Restaurant Association as an educator. This registration will allow the Instructor to print tests and report required information to the National Restaurant Association.
 - g. Notify the DOC ServSafe/Foundations Coordinator when a new class is starting and provide a

[ServSafe/Foundations Course Roster](#) FSM_F24 with student information prior to the class, including the student's name, VACORIS number, and projected release date

- h. Must request course materials from the Food Service Support Staff located at DOC Headquarters
 - i. Notify the Records Manager or Institutional Program Manager and request that a hold be placed on the offender until such time as the program has been completed or the offender has been removed for disciplinary reasons
 - j. Abide by the rules and regulations established by the National Restaurant Association while teaching class and administering the exam. Failure to do so may result in being held accountable in accordance with Operating Procedure 135.1, *Standards of Conduct*, and may impact the Instructor's approval to conduct future classes.
 - k. Assume responsibility for all materials pertaining to the class.
 - i. The Instructor is to retrieve the course book and calculator from the student upon the completion of the class or if the student has stopped the class.
 - ii. In the event of an unexpected transfer, the Instructor will make contact with the facility where the offender has been transferred to and request that the course book and calculator be returned to the Instructor.
 - iii. A record of the communication shall be placed in the student's folder for documentation purposes.
 - l. Document each offender's successful completion of each level of the program in a VACORIS *Facility Note*. The Food Service Director is responsible to confirm proper entries into VACORIS.
 - m. The Instructor must email the final exam information to the DOC Foundations Coordinator after each final exam is administered providing the following information: Name of the Student, VACORIS number and exam score. Failure to provide accurate student information in a timely manner will be reported to the Facility Unit Head as being non-compliant.
 - n. Maintain copies of all chapter tests, labs, ServSafe certifications, and ServSafe/Foundations certificates on each offender in individual folders, making them available for review at the request of the DOC ServSafe/Foundations Coordinator.
8. Requirements for Students
- a. Submit a written request to the facility Food Operations Director/Manager
 - b. Must work in the facility's Food Service Department and have demonstrated their abilities in Culinary Arts.
 - c. Must have a desire to learn and preferably have a desire to pursue a career path in the Food Service Industry
 - d. Must have, at a minimum, an 8th grade education level, verified by the DOC Division of Education
 - e. Must have or be in the process of obtaining ServSafe Certification
 - f. Must have at least seven months remaining on their sentence
 - g. Must have a schedule that allows them to attend the Foundations class; absences, unless excused by the Medical Department, may result in termination from the class.
 - h. Each student must sign a [ServSafe/Foundations Book Contract](#), FSM_F23, committing to orderly participation in classes and taking responsibility for the Foundations course book and calculator. If the course book or calculator is damaged, lost or stolen, the offender has to pay for a replacement.
 - i. Upon successful completion of all of the Chapter tests, the student is eligible to take the final exam. If the student does not pass the exam, a second exam may be administered within two weeks at the discretion of the Instructor.
 - j. The Instructor has the final discretion of approving offenders to be enrolled in the class. Work

experience and knowledge may be considered in lieu of DOC Food Service employment.

9. Instructors are allotted five hours total of overtime for non-exempt employees or straight time for exempt employees weekly for class instruction and class preparation. This is in addition to the employee's standard schedule of 40 hours per week and should not be adjusted off.
10. The DOC ServSafe/Foundations Coordinator will make periodic visits to the site to ensure that the student's files are being maintained in accordance with this operating procedure. The results of each site visit will be documented on the [Report of VADOC's Foundations Coordinator Field Visit](#) FSM_F22 and will be reviewed with the Food Operations Director/Manager and copied to the Facility Unit Head and Director of Food Services.

V. REFERENCES

Operating Procedure 135.1, *Standards of Conduct*

VI. FORM CITATIONS

[Report of VADOC Foundations Coordinator Field Visit](#) FSM_F22

[ServSafe/Foundations Book Contract](#) FSM_F23

[ServSafe/Foundations Course Roster](#) FSM_F24

VII. REVIEW DATE

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

Signature Copy on File

8/9/18

Mark E. Engelke, Director of Food Services