



Food Service Manual

Effective Date December 1, 2016	Chapter Chapter 2
Amended 12/13/16, 3/13/17, 9/18/17, 5/1/19	Operating Level Food Service Department

Supersedes
FSM Chapter 2 (12/1/13)

Subject FOOD SERVICE PERSONNEL	ACA Standards 4-4161, 4-4321-1, 4-4322; 4-ACRS-4A-04, 4-ACRS-4A-04-1, 4-ACRS-4A-08
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Incarcerated Offender Access Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Office of Primary Responsibility Director of Food Services
Attachments Yes <input checked="" type="checkbox"/> #1 No <input type="checkbox"/>		

I. PURPOSE

This chapter of the Food Service Manual provides protocols to ensure persons working in Department of Corrections Food Service areas are appropriately selected, adequately trained, and comply with established safety and hygiene practices.

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

Antigen - A laboratory test that indicates the infection is active and therefore communicable.

Communicable Disease - Any disease that is transmissible by infection or contagion directly or through a vector (e.g. flies).

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

VCE - Virginia Correctional Enterprises

IV. PROCEDURE

A. Food Service Personnel

1. A full time employee, experienced in Food Service management, should supervise the Food Service operation within each facility. In major institutions, this person is the Food Operations Director; at smaller facilities, the person may be a Food Operations Manager Senior. This position is referred to in the Food Service Manual as the Food Operations Director/Manager.
2. Only employees who are experienced in Food Service or who have a definite interest in and an aptitude for Food Service should be assigned to Food Service operations.
3. Offenders should be assigned based on skills, experience, interest, and facility need. The Food Operations Director/Manager should interview all offenders before they are assigned to Food Service and may recommend that an offender not be assigned to Food Services.
4. Neither food supplies nor prepared food should be used as a reward for offenders who work in Food Services.
5. In accordance with the *Health Assessments and Monitoring* section below, all employees and offenders

shall be determined as medically and hygienically fit prior to assignment to the Food Service area and comply with personal hygiene standards.

6. The Food Operations Director/Manager or designee will conduct a daily visual inspection of Food Service personnel, offenders, and other persons working in food service to monitor for health, cleanliness, and safety. (4-4322)

B. Training

1. All employees assigned to Food Service will receive training in accordance with Operating Procedure 350.2, *Training and Staff Development*.
 - a. New employees shall complete at least 40 hours facility orientation training before undertaking their assignments.
 - b. New employees shall complete *Basic Skills for New Food Operations Supervisors*.
 - c. It is a requirement of the Virginia Department of Corrections that all Foodservice staff must be *ServSafe* Certified. Re-certifying must be completed every 5 years and the staff person must attend a 24 hour *ServSafe* class in order to re-certify. It is the responsibility of the Food Operations Director at each Institution to ensure that the staff is in compliance with this requirement and ensure that *ServSafe* classes are available for Staff. New employees shall be *ServSafe* certified within 6 months of employment.
 - d. All employees shall complete at least 40 hours of training annually.
 - e. All employees shall complete *Food Service In-Service* training as required.
2. Food Service orientation to all new employees will be provided and documented on the first day of assignment to Food Services. Orientation should include:
 - a. A tour of the Food Services facilities, with training in the operation of power machinery for safety purposes
 - b. A thorough orientation in personal hygiene and work habits
 - c. Each new employee should study the *Handbook for New Food Service Employees* (See Attachment 1).
3. All employees, contractors, and offender workers who work in the food service department shall be trained in the use of food service equipment and in the safety procedures to be followed in the Food Service Department. (4-4321-1; 4-ACRS-4A-04-1)
4. All offenders assigned to a Food Service operation should receive a general orientation during their first day on the job. No offender will operate moving equipment before training on the equipment has been completed and documented. Documentation of orientation is to be signed by the employee and offender.
5. All new Food Operations Managers Senior and Food Operations Supervisors will be required to complete a minimum of 80 hours of On the Job Training (OJT).
 - a. Regional Food Service Field Directors will arrange for new Food Operations Managers Senior to train under an experienced Food Operations Manager Senior at the nearest institution.
 - b. Food Operations Directors will select an experienced Food Operations Supervisor to act as the trainer for new supervisors at the institution. The Food Operations Director or designee will be responsible to supervise the training.
 - c. The *On the Job Training (OJT) Handbook* will be used for training and must be used to document the successful completion of each performance objective (See Attachment 2).
 - i. The *OJT Handbook* will be kept in the employee's file maintained in the food service area.
 - ii. The training should be completed within the first 30 working days of employment.
 - iii. Once training is completed and properly documented, the employee will be provided with a *Certificate of Completion*. A copy of the *Certificate* must be forwarded to the appropriate Regional Food Service Field Director and the Academy Food Service Director (See Attachment

3).

6. Food operations staff will provide individual training to offenders assigned to Food Service on a continuous basis with assistance from the Regional Food Service Field Directors and Environmental Health Specialists, as needed.
7. The Food Operations Director/Manager will maintain documentation regarding training received by employees and offenders.
8. The Food Operations Director/Manager will manage offender workers and maintain records as required by Operating Procedure 841.2, *Offender Work Programs*.

C. Health Assessments and Monitoring

1. This procedure provides for health protection for all staff and offenders in the facility, and provides for health protection for staff, contract personnel, and offenders working in food service, including the following: (4-4322)
 - a. All persons assigned to food service shall receive a pre-assignment medical assessment to be determined as medically and hygienically fit. Additionally, a medical screening should be conducted after an illness or injury, and annual re-assessments conducted to ensure freedom from diarrhea, skin infections, and other illnesses transmissible by food or utensils. Each assessment shall be documented on a [Medical Clearance for Food Handlers](#) FSM_F16.
 - b. Food service staff will comply with all sanitation and health codes enacted by state or local authorities. (4-ACRS-4A-04) When the facility's food services are provided by an outside agency or individual, the facility has written verification that the outside provider complies with the state and local regulations regarding food service.
2. The Food Operations Director/Manager shall under no circumstances employ offenders in food service without written documentation of:
 - a. Pre-assignment assessment
 - b. Medical clearance after illness or injury
3. The Food Operations Director/Manager is responsible for ensuring that offenders have had a pre-assignment assessment prior to starting work, and for scheduling their annual re-assessments.
4. Routine testing will not be done for Hepatitis A. Any offender known to have a current Hepatitis A infection will not be assigned as a food handler. Once tests show the infection has cleared, the offender may be reconsidered for medical clearance.
5. The [Medical Clearance for Food Handlers](#) FSM_F16 will be sent to the Food Operations Director/Manager. The medical department may keep a copy of offender assessments in their files if they wish. The form is not to be filed in the offender's Health Record, as documentation will be in the progress notes. Copies of the medical assessment for employees may not be kept anywhere except the Food Operations Director/Manager and the employee Medical File in Human Resources (optional).
6. The Food Operations Director/Manager will continuously observe offenders for health problems that may cause contamination of food or transmission of disease and should refer for medical clearance any offenders suspected of having such problems.
7. No staff or offender, while affected with a disease in a communicable form, or while a carrier of such disease, or while affected with boils, infected wounds, or an acute respiratory infection should work in any area of Food Service where there is likelihood of such person contaminating food or food contact surfaces with pathogenic organisms or transmitting disease to other individuals. All Staff and offenders working in Food Service shall review and sign the [Illness Reporting Agreement](#) FSM_F17 during Food Service orientation.
8. No offender shall return to work in Food Service after an absence due to illness or injury until medical clearance is obtained from the facility's Medical Department in accordance with this procedure.
 - a. Medical personnel should evaluate every offender returning to work after absence due to illness or

injury to determine the likelihood of transmitting disease or contaminating food or food contact surfaces with pathogenic organisms.

- b. The after illness or injury assessment will be documented on the [Medical Clearance for Food Handlers](#) FSM_F16 and sent to the Food Operations Director/Manager.
9. Any employee having knowledge of a Food Service employee or offender suspected of having a communicable disease shall notify either the Food Operations Director/Manager or Facility Unit Head. The employee or offender should subsequently be referred to the physician or the facility's nurse for medical evaluation and advisement.

D. Personal Hygiene

1. All persons working in Food Service areas will wear clean outer garments, maintain a high degree of personal cleanliness, and conform to hygienic practices while on duty.
2. Facial hair should be kept short and groomed to remove loose hair and combed or brushed prior to engaging in food handling operations. Persons with facial hair are required to wear a facial hair net in the Food Service area.
3. All food handlers are instructed to wash their hands upon reporting to duty, after using toilet facilities, and as often as necessary to remove soil and contamination. (4-4322) Toilet and wash basin facilities are available to food service personnel and offenders in the vicinity of the food preparation area. (4-4161, 4-ACRS-4A-08)
4. Personnel will report any injuries such as cuts, burns, etc., to their supervisor, who will evaluate the injury and arrange for prompt attention if needed.
5. Food handlers will report any abnormal health conditions, such as head colds, sinus infections, sore throats, tonsillitis, bronchial or lung disorders, or intestinal disorders such as diarrhea to their supervisor, who will evaluate the situation and see that appropriate action is taken.
6. Each food worker (staff or offender) shall immediately report to their supervisor:
 - a. Any onset of the following symptoms, either while at work or outside of work, including the date of onset:
 - i. Diarrhea
 - ii. Vomiting
 - iii. Jaundice
 - iv. Sore throat with fever
 - v. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (*such as boils and infected wounds, however small*)
 - b. Whenever diagnosed as being ill with Norovirus, Salmonella (Typhi and Non-Typhoidal), shigellosis (*Shigella* spp. infection), *Escherichia coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A (hepatitis A virus infection).
 - c. Future Exposure to Foodborne Pathogens:
 - i. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, Salmonella (Typhi and Non-Typhoidal), shigellosis, *E. coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A
 - ii. A household member diagnosed with Norovirus, Salmonella (Typhi and Non-Typhoidal), shigellosis, illness due to EHEC/STEC, or hepatitis A.
 - iii. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, Salmonella (Typhi and Non-Typhoidal), shigellosis, *E. coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A
7. Each food worker (staff or offender) shall comply with:
 - a. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified

- b. Work restrictions or exclusions that are imposed
 - c. Good hygienic practices
8. No smoking or tobacco products are allowed in DOC facilities.

E. Authorized Wearing Apparel

1. Staff and offenders are required to wear hair restraints, such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles. Under no circumstances will personal headgear, such as stocking caps or wool caps, be worn.
2. Only authorized clothing purchased from VCE is to be worn by Food Service staff which includes: (see Attachment 5, *Authorized Food Service Uniforms to Operating Procedure 105.1, Employee Uniforms*)
 - a. Food Operations Directors and Assistant Food Service Directors are allowed to wear street clothes only if a chef lab coat with a DOCPSF logo patch, is worn over the clothes. Directors and Assistant Directors may opt to wear the uniform.
 - b. Food Operations Supervisor male and female staff should be issued six sets of uniforms, consisting of a white or black apron, black pants, and white or black shirts and one black jacket with liner. Uniforms and aprons must have a DOCPSF logo patch.
 - c. All staff will wear black baseball hats with the DOCPSF logo patch. Female employees may substitute a hairnet for the cap.
3. Offenders will wear the facility issued white scrubs (or shirt and pants if available) and cap when working in the Food Service area.
4. Food service personnel will report to duty in clean authorized wearing apparel.
5. The Food Operations Director/Manager or assigned correctional officer will ensure daily that all offenders comply with dress standards.
6. Offenders may wear either state issued or personal work boots or shoes, provided they are fully enclosed and in a good state of repair and cleanliness.
7. No food handlers may wear wrist watches or bracelets.
8. Rings, earrings, and a neck chain holding a medic alert or religious medallion may be worn by employees in the Food Services Department in accordance with requirements for Corrections Officers in Operating Procedure 105.1, *Employee Uniforms*. This jewelry must not present a danger of becoming caught in machinery. This applies to all employees in the Food Service area.
9. Offenders assigned to this area will wear only jewelry authorized by Operating Procedure 802.1, *Offender Property*, i.e. wedding band and a neck chain or cord holding a medic alert or religious medallion.
10. No sunglasses will be worn in the Food Service operation unless required for documented medical reasons.

F. Emergency Staffing - In emergency situations, staff recruited for food preparation should use food handling procedures which are in keeping with safety and health regulations. If it appears that emergency conditions will be in effect for an extended period of time, arrangements should be made to have the recruited emergency staff screened by medical personnel.

V. REFERENCES

Operating Procedure 105.1, *Employee Uniforms*

Operating Procedure 135.2, *Rules of Conduct Governing Employees' Relationships with Offenders*

Operating Procedure 350.2, *Training and Staff Development*

Operating Procedure 802.1, *Offender Property*

Operating Procedure 841.2, *Offender Work Programs*

Operating Procedure 861.1, *Offender Discipline, Institutions*

Operating Procedure 861.2, *Offender Discipline, Community Corrections Facilities*

Operating Procedure 866.1, *Offender Grievance Procedure*

Operating Procedure 866.2, *Offender Complaints*

VI. FORM CITATIONS

[Medical Clearance for Food Handlers](#) FSM_F16

[Illness Reporting Agreement](#) FSM_F17

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.

The Director of Food Services reviewed this Chapter of the Food Service Manual in December 2017 and no changes are needed at this time.

This Chapter of the Food Service Manual was due for review in December 2018 and no changes have been received.

Signature Copy on File

10/11/16

Mark E. Engelke, Director of Food Services