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Food Service Management	ACA Standards: 2-CO-4C-01, 5-ACI-5C-01, 5-ACI-5C-02, 5-ACI-5C-03, 5-ACI-5C-04M, 5-ACI-5C-09M, 5-ACI-5C-10, 5-ACI-5C-11M, 5-ACI-5C-12, 5-ACI-5C-13M, 4-ACRS-4A-04M, 4-ACRS-4A-04-1		
Steven Harpe, Director Oklahoma Department of Corrections		Signature on File	

Food Service Management

I. Dietary Services

The Food Service Operations unit will coordinate and oversee the operations of all Oklahoma Department of Corrections (ODOC) food service operations. Duties include developing and making revisions to the master menu, monitoring food service operations, purchases, developing and providing training based on facility's assessed needs and job classification, maintaining regular contact with facility heads, food service managers regarding food service matters and vendor

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purchases. The dietitian will review the menus on an annual basis to ensure nutritional adequacy in conformance with national standards. (5-ACI-5C-04M)

II. Food Service Staff Responsibilities

A. Food Service Manager (Food Service Department Head) (5-ACI-5C-01, 5-ACI-5C-02, 5-ACI-5C-04M, 5-ACI-5C-10, 5-ACI-5C-13M, 4-ACRS-4A-04-1)

The food service manager, department head for food service, will coordinate the provision of food service at the facility.

1. The food service manager will develop specific duties for each food service position. Copies of specific duty descriptions for staff will be maintained at the facility's personnel office and food service office.
2. The food service manager will be responsible for the following:
 - a. Plan, control, direct, and evaluate food service;
 - b. Manage and maximize budget resources;
 - c. Provide nutritionally adequate meals in accordance with the master menu and evaluate inmate meal preferences; (5-ACI-5C-02 b#4)
 - d. Ensure meals, to include serving sizes, adhere to the approved master menus;
 - e. Establish and maintain sanitation and safety standards, to include appropriate refrigeration of food and storage period (5-ACI-5C-02 b#5, 5-ACI-5C-13M);
 - f. Estimate the quantity of food needed to serve the population in order to minimize food waste;
 - g. Ensure appropriate supervision of food service workers to minimize theft;
 - h. Identify food, equipment and supply needs;
 - i. Determine equipment requirements, daily maintenance, and design layout;(5-ACI-5C-02, b#2)
 - j. At least once per quarter, conduct menu evaluations, to include verification of adherence to the established basic daily servings; (5-ACI-5C-04M)
 - k. Conduct/coordinate training for staff and inmates as required

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to enhance operational efficiency, maintain a quality food service program, and assist the food service specialists in the daily management of the food service unit, especially in the sanitation, safety, food preparation, and presentation areas; (5-ACI-5C-10)

- l. Prepare, distribute, and post work schedules for all food service staff members. The posted schedules will not be changed except in case of an emergency;
- m. Provide training in the use of food service equipment, cleaning techniques, and safety for staff and inmates; and (5-ACI-5C-10, 4-ACRS-4A-04-1)
- n. Ensure adequate dining space and serving times afford each inmate at least 20 minutes for each meal.

B. Food Service Managers/Specialists

- 1. Under the supervision of the facility food service manager/department head or designee, the food service manager/specialists will supervise food service functions.
- 2. The food service manager/specialists will be responsible for the following tasks:
 - a. Supervision of inmate workers;
 - b. Ensure proper food storage;
 - c. Proper preparation and presentation of all meals in accordance with the approved menus, taking into consideration food flavor, texture, temperature, appearance and palatability; (5-ACI-5C-05)
 - d. Ensure stored perishables and non-perishables are utilized prior to the expiration date; and
 - e. Maintain nutritional, budgetary and sanitary standards.

C. Food Service Security Personnel

Correctional officers may be assigned to the food service unit by the facility head or designee to provide supervision/security and/or assist in daily operation.

III. Staff Meetings

A. Monthly Facility Staff Meetings

The facility food service manager (department head) will hold monthly staff meetings. Minutes will be maintained and copies will be forwarded to the facility head. Monthly meetings will address the unit operation, accident prevention, suggested improvements to the delivery of service and any other area as needed.

B. Agency-Wide Meetings

The administrator and/or designee of Food Service Operations unit will coordinate annual food service meetings and/or more frequently if needed. Notification will be provided in advance of all meetings to each facility head, who will ensure a representative from their facility food service operation is in attendance. The agenda for these meetings will be developed by the Food Service Operations unit and submitted to the chief administrator of Auditing and Compliance for review.

IV. Health Standards for Food Service Workers

No person known or suspected of being infected with a food borne illness will work in a food establishment where there is the likelihood of contaminating food or food-contact surfaces with pathogenic organisms or transmitting diseases to other persons. This also includes persons that are carriers of organisms that cause communicable diseases, persons who have a boil, an infected wound, diarrhea or an acute respiratory infection. All persons working for food service are required to wash their hands upon reporting to duty and after using toilet facilities. (5-ACI-5C-11M b#1, b#3, b#4)

A. Medical Screening (5-ACI-5C-11M b#1)

A post-offer employment physical examination will be conducted on all food service personnel in accordance with [OP-140116](#) entitled "Employee/Applicant Physical Examinations and Medical Screenings."

1. Physical examinations for food service employees and food service workers are conducted to identify any infectious conditions that would prohibit an individual from working in the food service area.
2. Inmates newly assigned to food service will receive an examination to identify any infectious condition, which would prohibit the inmate from working in the food service area. The "Food Services Work Permission Slip" ([DOC 140106E](#)) will be completed by the medical provider or designee, and forwarded to the food service manager. Routine re-examination will only be required as designated in [OP-140115](#) entitled "Health Assessment."

B. Return to Work

Both food service employees and inmates will require medical clearance to resume food handling after being diagnosed with an infectious illness.

1. Inmates will not resume food handling until cleared by the Medical Services unit. Inmates returning to work after an infectious illness will have a new "Food Services Work Permission Slip" ([DOC 140106E](#)).
2. Any food service employee diagnosed with a contagious illness, or found to be a carrier of an organism capable of transmitting disease, will not resume food handling until cleared by a licensed physician. Medical clearance for employees will be according to [OP-140116](#) entitled "Employee/Applicant Physical Examinations and Medical Screenings."

C. Health Restrictions

Individuals with the following conditions will not receive medical clearance for food service work:

1. Clinically active Hepatitis A;
2. Open and/or draining skin lesions;
3. Clinical jaundice; or
4. Any other chronic and/or actively infectious diseases that could be transmitted by food or utensils.

D. Compliance to Regulations Outside of the Agency

Each facility will follow state/county/city health agency requirements for employment of food service workers. (5-ACI-5C-11M b#2, 4-ACRS-4A-04M)

V. Inmate Food Service Workers

A. Assignment of Food Service Workers

1. Inmate food service workers will be assigned in accordance with agency classification procedures, [OP-030103](#) entitled "Inmate Job and Program Assignments" and upon clearance by the facility's Medical Services unit.
2. Inmate food service workers will be assigned job positions by the food service manager or designee.
 - a. Inmate workers will receive orientation immediately upon

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assignment to their food service duties.

- b. Inmate food service workers will be under the direct supervision of the food service manager/specialist. Inmates will not be supervised by other inmates.
- c. Inmates will abide by rules as established in agency/facility regulations with regard to inmate behavior and personal appearance while in the food service area.

B. Training of Inmate Workers

1. A job description will be developed for each inmate job assignment as outlined in [OP-030103](#) entitled "Inmate Job and Program Assignments." Prior to an inmate being placed on a job assignment, the food service manager or designee will review the inmate job description for the particular assignment with the inmate.
2. Safety and sanitation training will be in accordance with [OP-070201](#) entitled "Food Service Operations and Inspection Standards." The sessions will be developed by the Food Service Operations unit and conducted by facility food service staff monthly for all inmate food service workers and documented accordingly. (5-ACI-5C-10)
 - a. A copy of the "Inmate Attendance Roster" ([DOC 100401D](#)) will be forwarded to the Food Service Operations unit.

C. Monthly Evaluations

Food service manager/specialists will complete a monthly evaluation on each inmate food service worker in accordance with the "Monthly Inmate Evaluation Time Credit Report" ([DOC 060211M](#)).

VI. Procurement of Food and Supplies

Procurement will be in accordance with state law and agency policy. (5-ACI-5C-02 b#3, 5-ACI-5C-12)

A. Agri-Services Unit Purchases

1. Beef, poultry, milk, lunchmeats, dry beans, pasta, processed foods and any other food product available through Agri-Services will be purchased from the Agri-Services unit, unless a written exception is requested by the administrator and/or designee of Food Service Operations unit and chief administrator of Agri-Services, with approval by the chief financial officer.
2. The Agri-Services unit will provide documentation to each food service facility showing that all food items produced within the system

meet government inspection levels as appropriate. (5-ACI-5C-12)

3. Based upon agency needs and the approved master menu, food products provided by the Agri-Services unit will be available for purchase from the Agri-Services unit until supplies are exhausted. Agri-Services will provide documentation to each facility when items cannot be supplied.

B. Mandatory State Contracts

1. Food and supplies not available through the Agri-Services unit will be purchased from state use vendors if the items required are on a mandatory state use contract.
2. Food and related items that are not available through the Agri-Services unit or through a state use contract will be purchased from the statewide prime vendor/food distribution contract.

C. Emergency Purchases of Food

If the required food or supply item is one that is available from Agri-Services, a state use contract, or the statewide prime vendor/food distribution contract it is mandatory for that item to be purchased from these sources (listed in order of priority), unless an appropriate waiver has been obtained through the manager of Contracts and Acquisitions.

VII. Inventory Control Procedures

Inventory of the expendable supply will be conducted monthly by the facility head's designee. Copies of the monthly inventory will be forwarded to the Food Service Operations unit, facility head and a copy maintained by the facility business manager. Deficiencies will be brought to the respective administrator of Institutions/Community Corrections' attention.

VIII. Food Service Records and Reporting Procedures

Each food service unit will maintain fiscal management and food services administration records within the food services unit.

A. Record Keeping (5-ACI-5C-03)

1. Daily Work Production Schedule
 - a. The food services unit will maintain a daily record using the "Daily Work Production Schedule" ([OP-070201](#), [Attachment A](#)).
 - b. The report will include at a minimum, the number of meals prepared at the facility, number of meals served (to include

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numbers of inmates, employees, and visitors), number of modified diets served, substitutions from the master menu, and amounts of food waste. (5-ACI-5C-03)

- c. The report will be the basis for ordering food service supplies, and will be periodically reviewed and audited by the facility head or designee to identify any problem areas.
- d. The "Daily Work Production Schedule" ([OP-070201, Attachment A](#)) will be forwarded weekly to the Food Service Operations unit.

2. Daily Food Cost Worksheet

- a. The food services unit will maintain a daily financial record utilizing the "Daily Food Cost Worksheet" ([Attachment A](#), attached).
- b. The report will include quantity and price of all food items utilized/prepared, cost per meal served and daily feeder rates.
- c. The "Daily Food Cost Worksheet" ([Attachment A](#), attached) will be forwarded weekly to the Food Service Operations unit.

3. Monthly Food Service Report

- a. The food services unit will maintain a monthly financial record utilizing the "Monthly Food Service Report" ([Attachment B](#), attached).
- b. The report will include total number of all meals served to include medical and special diets, substitutions, Opportunity Buy purchases, monthly food cost, and recommended menu changes, which will be forwarded to the facility head and agency dietitian.
- c. The "Monthly Food Service Report" ([Attachment B](#), attached) will be forwarded monthly to the Food Service Operations unit.

B. Cost Analysis (5-ACI-5C-02)

The facility's food service operation will use practices to assist with efficient budgeting, purchasing, and utilization of food products that include, but are not limited to, the following areas

- 1. Food expenditure costing to determine cost per meal per inmate. This figure will be calculated using the total food expenditure for the month divided by the number of meals prepared; it is not to include the cost of other items or supplies. (5-ACI-5C-02 b#1)

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2. Utilization of contract terms and features to ensure most favorable pricing for purchases of food and supplies. (5-ACI-5C-02 b#2, b#3)
3. Extend budget resources by comparison shopping to obtain the best value at the time of purchase; (5-ACI-5C-02 b#3)
4. Maximize appropriate menu substitutions through use of "Opportunity Buy" and other food items available through Agri-Services; (5-ACI-5C-02 b#3)
5. Determination and responsiveness to inmate eating preferences; and (5-ACI-5C-02 b#4)
6. Food service equipment repair and associated costs. (5-ACI-5C-02 b#2, b#3)

IX. Food Service Licensing (5-ACI-5C-09M, 4-ACRS-4A-04M)

A. Valid Licensing

Each ODOC food service operation will maintain a valid license issued by the Oklahoma State Department of Health pursuant to 63 O.S. § 1-106 and 63 O.S. § 1-1118.

1. Annually, the facility head will ensure the application for licensing is submitted to the Oklahoma State Department of Health for food service, canteen operations and the food warehouse.
2. Fees associated with the required licenses are the responsibility of the facility.
3. A valid license will be posted in each food service facility.
4. Licenses are not transferable.

X. References

Policy Statement P-070100 entitled "Provision of Food Services"

OP-030103 entitled "Inmate Job and Program Assignments"

OP-070201 entitled "Food Service Operations and Inspection Standards"

OP-140115 entitled "Health Assessment"

OP-140116 entitled "Employee/Applicant Physical Examinations and Medical Screenings"

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59 O.S. § 1721 – 1739

63 O.S. § 1-106

63 O.S. § 1-1102

63 O.S. § 1-1118

XI. Action

The facility head, affected administrator of Institutions/Community Corrections and the administrator and/or designee of Food Service Operations are responsible for compliance with this procedure.

The chief administrator of Auditing and Compliance is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval of the agency director.

This procedure is effective as indicated.

Replaced: OP-070203 entitled “Food Service Management” dated December 28, 2021

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 060211M	"Monthly Inmate Evaluation Time Credit Report"	OP-060211
DOC 100401D	"Inmate Attendance Roster"	OP-100401
DOC 140116E	"Food Services Work Permission Slip"	OP-140106
<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A (Excel Version)	"Daily Food Cost Worksheet"	Attached
Attachment B	"Monthly Food Service Report"	Attached
Attachment A	"Daily Work Production Schedule"	OP-070201