

**Directive 354.01 General Food Service Operations**

**STATE OF VERMONT  
AGENCY OF HUMAN SERVICES  
DEPARTMENT OF CORRECTIONS**

**Directive: 354.01**

**Subject:** General Food Service Operations  
**Effective Date:** 7/31/97 **Review and Re-Issue Date:**  
**Supersedes:** NEW **APA Rule Number:**

<b>Recommended for approval by:</b>		<b>Authorized By:</b>	
_____	_____	_____	_____
<b>Signature</b>	<b>Date</b>	<b>Signature</b>	<b>Date</b>

**1. Authority:**

**1.1** 28 V.S.A. Sections 101(1), and 102 (b) (2) under which the Commissioner establishes and administers programs and policies for the custody, control, treatment, and rehabilitation of persons committed to the Commissioner's custody.

**2. Purpose:**

**2.1** To provide general guidance to Department of Corrections personnel regarding institutional food service operations.

**3. Applicability/Accessibility**

**3.1** Superintendents, food service officers, food service staff, security staff assigned to kitchen or dining room, inmates working in the kitchen, and all persons eating in correctional facilities.

**3.2** Anyone may have a copy of this directive.

**4. Directive**

**4.1** The Department of Corrections will offer inmates confined in its facilities nutritious<sup>1</sup>, appealing, well presented meals, prepared in a sanitary manner.

**4.2 GUIDANCE**

**4.2.1** General

<sup>1</sup> See directive 354.03 entitled "Nutritional Standards".

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- 4.2.1.1** The Department's food service program exists under the general supervision of the central office Director of Administrative Services who, with assistance from in-house and/or contractual persons trained and experienced in food service management and operations, will assure that a food service program is offered all inmates, by means of in-house staff, inmates, contractual resources, or any combination thereof. Responsibility for implementing this directive, and any directives and/or procedures issued hereunder ultimately rests with the superintendent of each facility.
- 4.2.1.2** All inmates, regardless of security status or special housing requirements, will be served the same food as staff and the general population, with the exception of those to whom special diets apply as a result of religious, or medical/dental requirements, and those to whom Procedure 354.02.02 entitled Food Service in Special Housing Units refers on page one under Special Feeding. Nothing in this directive, however, may be construed to require that food prepared for off-site consumption by work crews or Community Correctional Service Center (CCSC) apartment dwellers must reflect the same menu as that served at the facility. Such off-site meals must be nutritionally adequate, but the kind of food served will reflect the realities of transportation, the setting in which the meal will be served, and, in regard to CCSC meals, storage.
- 4.2.1.3** Inmates in holding cells awaiting processing or transfer will eat at the facility's regular meal times.
- 4.2.1.4** The manner of service will depend on inmate's housing status. General population inmates will eat in a group dining area. Locked unit inmates, as well as medical isolation, separation, and protective status inmates confined in special housing units, will be served meals in their cells.
- 4.2.1.4** Meals will be served at the appropriate temperatures as specified in Directive 354.04 entitled Food Service Safety and Sanitation. Food delivered to inmates in their cells will be re-warmed to the appropriate temperature, or kept at that temperature by thermal packaging.
- 4.2.1.5** Except for food defined and approved in writing by the superintendent, inmates may not keep food in their cells. Whether food of any kind is allowed in cells is entirely within the discretion of the superintendent.

### **4.3 Special Diets**

- 4.3.1** Inmates and staff with special dietary needs, whether for religious or medical purposes, may meet those needs as specified in Procedure 354.02.01, entitled Alternative Diets, Medical and Religious.

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### **4.4 Locked Units**

**4.4.1** Meal service to locked housing units will involve the same food items served the general inmate population, with the only exception as provided in Procedure 354.02.02 entitled "Food Service in Special Housing Units", on page one under the heading "Special Feeding". Controlled portions may be served, so long as quantities meet necessary dietary standards, and the same portions are served to all inmate populations, with one exception: medical/dental diets in which a physician or dentist has approved portions different from the controlled portions served all other inmates.

### **4.5 Staffing**

**4.5.1** Each facility will establish a food service staffing pattern appropriate to the size and needs of the facility. Staff size and organization will vary depending on inmate population, physical plant, and equipment available, and may include contract food service with preparation on or off site. Regardless of how food is prepared and provided, each superintendent will appoint a food service officer, who is responsible for the administration and execution of facility food service, ensuring that food is acquired prepared, served, and stored within the allotted food budget and in accordance with all applicable federal, state, and departmental requirements, and who reports directly to superintendent. Food service officer will be a Cook C, unless there is no Cook C, or unless the superintendent has substantial reason to propose appointing someone other than a Cook C. In the latter event, superintendent must obtain approval for appointing other than a Cook C from Director of Administrative Services. Food service officer is not a classified position; it is a function performed in conjunction with a classified position, generally a Cook C.

**4.5.2** Each facility must have supporting staff adequate in number to ensure preparation and service of meals as described in this directive, including adequate search of incoming meals in case of off-site preparation, search of incoming raw foodstuffs, and security supervision at a level appropriate to the facility. The final determination regarding adequacy of staffing rests with the superintendent, who must consider recommendations of food service officer, and food service consultant.

**4.5.3** Food service staff will be trained in accordance with the requirements of Food Service Safety and Sanitation Directive 354.04.

### **4.6 Security and Belated Issues**

**4.6.1** Security and operations supervisor and food service officer jointly will establish and approve written procedures that ensure adequate controls, including inventory

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procedures for knives and other cutting implements; yeast and other fermentable items, such as uncooked bread dough; all raw food stuffs stored in the secure portion of the facility; and accountability for and type of eating utensils. All delivery traffic and garbage removal services will be conducted in accordance with strict, written search procedures developed and approved jointly by security and operations supervisor and food service officer.

**4.6.2** Correctional officers, not kitchen staff, will maintain security in the dining room, and additionally will enforce written food service procedures developed jointly by security and operations supervisor and food service officer, including those rules pertaining to dining room neatness and cleanliness, and disposition of eating utensils and waste products. Other than for unwashed tables, chairs, and various food and drink dispensers and servers, correctional officers will ensure that after each sitting, inmates leave the dining room in the same condition it was when the sitting began. Food service staff are not responsible for removing food, utensils, and/or trash dropped or thrown in the dining room. Security staff will determine whether the person(s) who dropped or threw the food, utensils, or other trash will do the necessary cleaning or whether maintenance staff will be involved.

**4.6.3** Food service officers who are dissatisfied with correctional officers' performance in the kitchen or the dining room will report such dissatisfaction to security and operations supervisor. If, after allowing reasonable time for the security and operations supervisor to take appropriate action, the food service officer will report such dissatisfaction to superintendent, who will meet, individually or jointly, with both security and operations supervisor and food service officer, and determine whether and/or what action will be taken.

### **4.7** Dining Room Service

**4.7.1** Dining room service will be conducted in a manner that enables inmates to enjoy meal periods to the fullest extent possible. The manner in which meals are presented influences heavily the atmosphere of any institution, since meals generally assume a magnified importance in inmate's routine. The dining room will be operated with as little regimentation as possible, consistent with the security level of the facility. All facilities will provide dining areas for group dining usually utilizing four-to-six-to-eight person tables. Cafeteria-style self-service will be used, except in locked and medical units. No restrictions regarding normal conversation will be imposed in the dining room. All inmates in the general population will be provided appropriate eating utensils including at least a fork, knife and spoon, partitioned serving tray, and soup bowl, plastic glass and mug as required. Both food service officer and security and

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operations supervisor must ensure that dining service is provided in compliance with both department and facility directives and procedures.

### 4.8 Records

4.8.1 Food service officer is responsible for maintaining records relating to the following:

4.8.1.1 menus--planned and "as served"

4.8.1.2 financial records in support of the food program;

4.8.1.3 daily inspection for vermin infestation, sanitation, and temperature of dishwasher water, and other washing water, freezer, refrigerator and dry storage;<sup>2</sup>

4.8.1.4 required public health inspections and tests, as well as all equipment maintenance, repair and testing, and in-house inspections.

### 4.9 Staff Meals

4.9.1 One menu will be used for both staff and inmate meals. If controlled portions are served, the same portions will apply to both inmates and staff.

## 5. Training Method

5.1.

## 6. Quality Assurance Processes

6.1.

## 7. Financial Impact:

## 8. References

## 9. Responsible Director and Draft Participants

<sup>1</sup> See directive 354.03 entitled "Nutritional Standards".

<sup>2</sup> All correctional facilities are served by public water systems, which the State requires to test water quality at the source each day.

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