



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Food Services		Policy Number: DC-ADM 610
Date of Issue: December 7, 2016	Authority: Signature on File John E. Wetzel	Effective Date: December 28, 2016

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. PURPOSE

The purpose of this document is to establish policy regarding the operations of Food Services areas within the Department's jurisdiction.

III. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections, Department employees, volunteers, contract personnel, visitors, and inmates.

IV. POLICY

It is the policy of the Department to establish standards and procedures for the preparation and service of all food items to:

- A. ensure compliance in maintaining the highest professional standards of security, sanitation, physical hygiene, **food handling practices**, and safety;¹

¹ 4-4322

- B. produce **healthy** meals that satisfy the nutritional requirements of the facility population, as **identified by the National Research Council Food And Nutrition Board Dietary Reference Intakes** and the Department's Food Services Procedures Manual;
- C. **provide religious diets as required to meet the needs of religious groups in accordance with Department policy DC-ADM 819, "Religious Activities,"² and**
- D. provide a therapeutic diet program to address medically required diets as prescribed by a **physician, psychiatrist, dentist, physican assistant, or nurse practitioner (medical/psychiatric).**³

V. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

VI. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VII. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VIII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

² 4-4517

³ 4-4318

B. Distribution of Policy

1. General Distribution

The Department of Corrections policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

IX. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

This document supersedes the following:

DC-ADM 610, Food Service, issued August 19, 2002, by former Secretary Jeffery A. Beard, Ph.D.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 801, Inmate Discipline
- b. DC-ADM 819, Religious Activities
- c. 1.1.7, Clean Indoor Air Act
- d. 5.1.1, Staff Training
- e. 6.2.4, Uniform Regulations
- f. 6.3.1, Facility Security

- g. 6.5.1, Administration of Security Level 5 Housing Units
 - h. 13.1.1, Management and Administration of Health Care
 - i. 13.2.1, Access to Health Care
 - j. 15.1.1, Safety
2. ACA Standards
- a. Adult Correctional Institutions: 4-4158, 4-4159, 4-4161, 4-4196, 4-4264, 4-4313, 4-4314, 4-4315, 4-4316, 4-4317, 4-4318, 4-4319, 4-4320, 4-4321, 4-4321-1, 4-4322, 4-4323, 4-4324, 4-4325, 4-4326, 4-4328, 4-4329, 4-4337, 4-4367, 4-4517
 - b. Adult Community Residential Services: N/A
 - c. Correctional Training Academies: 1-CTA-3B-02, 1-CTA-3D-01, 1-CTA-3D-02
3. Other
- a. Pennsylvania Department of Corrections – Therapeutic Diet Ordering Guide
 - b. The Pennsylvania Code, Title 7 – Agriculture, Part III – Bureau of Food Safety and Laboratory Services, Chapter 46 – Food Code (current edition)
 - c. National Research Council Food And Nutrition Board Dietary Reference Intakes (current edition)
 - d. U.S. Department of Health and Human Services – Public Health Service – Food and Drug Administration – Food Code (current edition)
 - e. National Restaurant Association ServSafe Food Safety Program for Managers course books (current edition)
 - f. Pennsylvania Department of Corrections – Master Menu Document (current edition)



PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject:

Food Services

Policy Number:

DC-ADM 610

Date of Issue:

December 7, 2016

Authority:

**Signature on File
John E. Wetzel**

Effective Date:

December 28, 2016

Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

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Section 1 – General Food Services

A. Food Services Division – Central Office

The Food Services Division shall act as the food service regulatory authority for the Department. Division responsibilities include, but are not limited to:

1. **establishing Department Food Services policies and procedures;**
2. **directing Department Food Services compliance with Food Code, American Correctional Association (ACA) standards, and industry standards;**
3. **conducting inspections and audits to ensure that Food Service facilities, workforce, and equipment meet or exceed established government food, health, and safety codes;**
4. **acting as the liaison between the Department and other Federal/State Regulatory Agencies or food service enterprises;**
5. **managing and monitoring compliance and effectiveness of food service contracts; and**
6. **providing guidance and direction to Department staff to assist with resolution of food service matters.**

B. Food Services Management

1. Each correctional facility shall employ a full-time **Corrections** Food Service Manager(s) (CFSM), who is experienced in Food Services management and who **shall** be a Certified Food Employee **to meet the requirements under Pa. Code 46.1201 – Food Employee Certification Act Compliance.**¹ The **CFSM** shall plan, organize, and direct the complete operation of a large-scale food operation.² Work shall be done with a high degree of initiative and independent judgment and shall be reviewed by the Deputy Superintendent for Centralized Services (DSCS), the Facility Manager, and the Corrections Chief **of** Food Services Division or designee by means of conferences, reports, and evaluations of overall effectiveness **and compliance. The Food Code, ACA standards, and industry standards establish the regulations, responsibilities, and guidelines for Department compliance and effective Food Services Management.**
2. **Each facility's** CFSM shall:³
 - a. be responsible for **proper care**, custody, and control of inmates in food-related areas **by enforcing security and custody regulations, resolving infractions which**

¹ 4-4313

² 1-CTA-3D-01

³ 4-4322

- occur in the Food Services Department, and taking appropriate action on violations reported;*
- b. *be responsible for directing and evaluating the duties of the Corrections Food Service Supervisor (CFSS), Corrections Food Service Instructor (CFSI), and clerk typists or other staff assigned to work in the Food Services Department;*
 - c. be responsible for **implementation**, enforcement, **and compliance with** current policies and procedures **that pertain to or impact the Food Services Department;**
 - d. establish work procedures for the overall operations of the Food Services Department;
 - e. *be responsible for monitoring working conditions, administering collective bargaining agreements, evaluating and reconciling employee complaints, and rendering decisions or recommendations on formal grievances, labor relations, and labor management;*
 - f. ensure that inmates and staff are served the same food that is purchased or grown to meet the requirements for the Master Menu **Document**;⁴
 - g. *ensure that the facility menus, function meals, and food items served by the Food Services Department comply with the Master Menu Document Operating Guidelines;*
 - h. *ensure that approved religious and therapeutic diets are properly implemented, and non-compliance is monitored and reported to the appropriate staff;*
 - i. *ensure that meals and feasts for special religious functions and observances are properly implemented and monitored;*
 - j. be responsible for maintaining satisfactory working conditions and conformance to all applicable established sanitation, **hygiene, food handling**, and safety standards **for large scale food operations;**
 - k. establish **ongoing** Food Services related training in addition to any training required by the Department **for CFSS, CFSI, and inmate Food Services workers. The Food Services training shall focus on techniques and practices in safe food handling, food storage, preparation and production, proper housekeeping, sanitation, hygiene, equipment, and basic safety;**
 - l. *ensure that* the **Department's** Food Services budgeting, purchasing, and accounting practices are being **followed, which** includes, but is not limited to, the following:⁵

⁴ 4-4315

⁵ 4-4314

- (1) food expenditure cost accounting designed to determine cost per meal per inmate ***within the established budget;***
 - (2) estimation ***and control*** of Food Services requirements ***by evaluating usage and waste based on available data from software tools and ensuring inventory at warehouse and Food Services internal storage are counted at least once per month;***
 - (3) purchases of supplies ***by using statewide contracts and seeking the best prices for other non-contract items through competitive bid prices and conditions;***
 - (4) ***determining appropriate Food Services Department’s fixed assets to meet operational needs;***
 - (5) ***assist with determining when a non-reoccurring maintenance project(s) is needed, help in developing concept, and work with the Corrections Chief of Food Services Division or designee to contribute required information as the project progresses; and***
 - (6) ***be responsible for scheduling of Food Services Department staff to control staff overtime.***
- m. be responsible for ***responding*** to inmate ***requests, grievances, and*** eating preferences ***and determining whether an inmate’s request or grievance should be granted;***
- n. ***through the use of Active Managerial Controls,*** be responsible for ensuring ***that the proper temperature and storage periods of food are consistently monitored, equipment used to hold cold and hot food is consistently monitored and functioning properly, and equipment and materials used to clean and sanitize eating utensils, trays, and other food contact surfaces are consistently monitored and functioning properly;***⁶
- o. ***ensure that work orders are submitted to address equipment, plumbing, and structure issues. Coordinate with the Corrections Facility Maintenance Manager (CFMM) to ensure that work is completed in accordance with applicable Food Code requirements. Coordinate with the CFMM when planning new equipment purchases (as applicable) to ensure proper voltage, size, and space requirements, etc.***
- p. ensure there is ***an adequate*** supply of nonperishable and perishable food items in storage ***to support both the normal and emergency operational needs of the Food Services Department.*** All food shall be ordered in a cost-effective and timely manner ***in accordance with Commonwealth purchasing laws.*** All items shall be

⁶ 4-4159

clearly marked with the date received, properly stored, rotated, **and handled in a manner that limits product waste from damage.** (Refer to current edition of the ServSafe Course books being used by the Department for training **on** proper procedures.);

- q. be responsible for preparing all **Requisitions and** Agency Purchase Requests related to any item purchased for use in **the** Food Services **Department** and submitting them to the facility Business **Office**;
- r. **be responsible for recording and maintaining documentation** for **advanced food preparation**, food production, temperatures, and daily hygiene, etc., **that will** be verified through Annual **Operations Inspections**;⁷
- s. ensure that new Food Services employees have passed the pre-employment physical **examination**⁸ **and completed the conditional food employee interview form**;
- t. ensure that any Food Services employee with any open sores, lesions, or signs of infection shall not handle any food until he/she **provides proof that he/she** is medically cleared;⁹
- u. **be responsible for maintaining ACA standards and required documentation; and**
- v. **identify, develop, and maintain Food Services Department emergency operational procedures and the food and supplies needed for the emergency operational procedures.**

C. Regular Master Menu

1. A committee consisting of CFSMs/designees from all facilities, Central Office Food Services **Division Staff**, and the **Corrections** Chief of Food Services **Division shall** develop **and plan** the **Regular** Master Menu **based upon the Dietary Guidelines for Americans issued by the U.S. Department of Agriculture.** The **Department** Dietitian **shall review and approve the Master Menu** to verify that it meets or exceeds the dietary allowances as **identified by the National Research Council Food and Nutrition Board Dietary Reference Intakes.** **A facility's Food Services Supervisory Staff shall evaluate the Facility Menu and make documentations at least quarterly to verify its** adherence to the established basic daily servings.¹⁰ **The Regular Master Menu shall be reviewed by the committee bi-annually and revisions will be made when necessary.**

⁷ 4-4159, 4-4322

⁸ 4-4322

⁹ 4-4322

¹⁰ 4-4316

2. The **Regular** Master Menu shall be **healthy and** based on a four-week menu rotation per cycle, with each weekly menu scheduled from Sunday through Saturday, allowing for controlled requisition of supplies. **Three meals will be made available to all inmates during each 24-hour period. There will be no more than 14 hours between the beginning of the evening meal and the beginning of breakfast. Two of the three meals will be hot meals.**¹¹

3. **The CFSM shall prepare and publish a Facility Menu for the inmate population. The Master Menu Document and Operating Guidelines shall be followed in preparing the Facility Menu.** The **Facility** Menu shall be dated, reviewed, and signed by the CFSM and Facility Manger or designee at least one week in advance **of the publication.** The planning and preparation of all meals shall take into consideration food flavor, texture, temperature, appearance, palatability, and inmates' **food** preferences.¹² CFSMs shall present inmates' food preferences **at the** statewide CFSM meetings for discussion **or send ideas to Central Office Food Services Division for** incorporation into the Master Menu. Inmates' food preferences shall be obtained in any of the following methods:
 - a. direct feedback from inmates;
 - b. inmate surveys;
 - c. inmate requests;
 - d. inmate complaints; and
 - e. production records.

4. The Master Menu **Document** shall require that during a given week the same type of **food** items are served at all facilities covered by the **DC-ADM 610** within the flexibility as set forth in the Master Menu **Document Operating** Guidelines.¹³ The only exceptions shall be **when** inmates have been prescribed therapeutic diets by **a physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric), or when inmates are approved** special religious observances and diets in accordance with Department policy **DC-ADM 819, "Religious Activities."**¹⁴

5. The Master Menu **Document shall be published bi-annually, which** includes, but is not limited to, the Certification of Nutritional Adequacy statement, the cycle rotation calendar, the **operating** guidelines, **the regular mainline menu, standard therapeutic diet menus, religious diet menus,** special holiday menus, the **Alternative Meal Service** (see **Section 3** of this procedures manual), **menu options, and** the Portion Control/Required Products/Menu Distribution Chart. **The Master Menu Document is a part of the DC-ADM 610.**

¹¹ 4-4328, 4-4317

¹² 4-4317

¹³ 4-4328

¹⁴ 4-4319, 4-4517

D. Food Preparation and Storage¹⁵

1. The Food Services Department will adhere to **Active Managerial Controls** to ensure food safety **during storage, preparation, and cooking**.
2. **Food items shall be handled, prepared, cooked, heated, cooled, and stored in accordance with current Food Code and industry standards to ensure safe food handling practices.**
3. **Time/Temperature Control for Food Safety (TCS) food items shall be cooked or cooled in accordance with appropriate current Food Code and industry-endorsed safe internal temperatures. A food thermometer shall be used to periodically test and monitor the progress of TCS food items during cooking or cooling to ensure that safe internal temperatures are achieved prior to serving or storing. Corrections Food Services personnel shall record the final temperature for each batch of TCS food cooked or cooled.**
4. **Cooked, prepared hot food shall be covered and stored in a hot holding unit or by other method that will maintain the temperature of the food at 140°F or above until served. Cooked, prepared cold food will be covered and stored in a cold holding unit or refrigerator that will maintain the temperature of the food at 40°F or below until served.**
5. There shall be sanitary, temperature-controlled facilities for the storage of all food. Shelf goods shall be maintained at 45°F to 80°F, refrigerated goods at 32°F to 40°F, and frozen goods at 0°F or below.¹⁶ Temperatures of all refrigerated and frozen storage areas shall be checked **at least once each shift** and recorded.¹⁷ All food items shall be dated upon receipt and rotated to ensure **that** they are used in the order received. **All refrigerators and freezers shall be equipped with a method to verify ambient internal temperature of the unit.**
6. **All thawed and ready-to-eat food prepared in the Food Services Department may be stored for a maximum of four days under refrigeration at 40°F or lower; it must be disposed of after four days. All leftover ready-to-eat food prepared in the Food Services Department may be stored for a maximum of 60 days when frozen at 0°F or lower; it must be disposed of after 60 days. Stored food shall be labeled with the name of the food and the date by which it must be served or disposed. Open, in-use containers of food or beverage items (such as bulk condiments, bulk peanut butter, etc.) shall be labeled with the date opened.**

¹⁵ 4-4159

¹⁶ 4-4325

¹⁷ 4-4324

E. Food, Beverage, and Dining Service

1. The Food Services Department **shall** adhere to **Active Managerial Controls** to ensure food safety **during service**.
2. Current Food Code **and industry** standards shall be followed **during** service to ensure the safety of the food being consumed, along with preservation of the nutritive value.
3. **Hot TCS food presented for service will be placed in a steam well or heated serving line that is functioning to maintain the food at 140°F or above throughout the service. Cold TCS food and beverages presented for service will be placed on ice or in a refrigerated serving line that is functioning to maintain the food or beverage at 40°F or below throughout the service.**
4. **A food thermometer shall be used to test and record temperatures of all TCS foods and beverages being served at the beginning of serving line set-up and a minimum of every 30 minutes thereafter throughout service until the service is complete. This testing and recording applies to all serving lines.** Corrections Food Services staff shall **test** and record temperatures of satellite service meals at the point of service randomly a minimum of three meals per week (one each – breakfast, **lunch**, and supper). Documentation of the **serving line temperatures and point-of-service** random temperature checks shall be clearly indicated as such and maintained in the Food Service area along with other daily documentation required by policy. **Time as Public Health Control (TPHC) four-hour rule, endorsed in the Food Code, shall apply to the random point-of-service temperature checks.**
5. **All food thermometers shall be checked for accurate calibration. Dial-style thermometers shall be checked once per shift and properly calibrated as necessary. Digital thermometers inscribed as “accurate-for-life” shall be checked once per week. Corrections Food Services staff shall record these checks.**
6. **All food presented for self-service, such as in the staff dining area, must be properly covered or placed under a barrier (such as a sneeze guard) to protect the integrity of the food and prevent contamination. All self-service food items must each have a serving utensil to prevent consumer bare-hand contact.**
7. **All fresh fruits, fresh vegetables, ready-to-eat lettuces, and other ready-to-eat raw produce must be washed with potable cold water prior to service.**
8. The food service area shall include a space for food preparation based upon population size, type of food preparation, and method of meal service.
 - a. General Population
 - (1) **Food Services staff will provide a full set of washable/reusable plastic ware (knife, fork, and spoon) or a washable/reusable plastic ware spork and knife**

to the general population in the dining area at every meal. All plastic ware must be returned at the end of the meal.

- (2) All meals served to general population inmates will be **under** direct supervision by staff.¹⁸
- (3) The dining space for general population inmates will provide for group dining except when security or safety considerations justify otherwise.
- (4) Dining space will be sufficient to serve all inmates within three hours per meal, allowing each inmate a minimum of 20 minutes of dining time per meal.¹⁹
- (5) Inmates are not permitted to help themselves to food **or beverage** items in the serving areas. **All food and beverages** will be served **under staff supervision** in appropriate portions/sizes **as indicated by the Master Menu Document Portion Control/Required Products/Menu Distribution Chart**.
- (6) Seating shall be performed in an orderly manner within group dining rooms or other designated dining areas.²⁰

b. Security Level 5 Housing

- (1) Inmates housed in a Security Level 5 Housing (e.g., Restricted Housing Unit [RHU], Special Management Unit [SMU], Long Term Segregation Unit [LTSU]) will be served the same food that is being served to the general population with the exception of **food items deemed a security/safety risk (such as bones, black pepper, whole fruit, etc.) or** medically ordered therapeutic diets, **approved religious diets, or approved Alternative Meal Service**.
- (2) **Inmates housed in Security Level 5 Housing (e.g., RHU, SMU, LTSU) receiving Regular Master Menu meals shall be given a choice between the regular Animal Product Entrée and the Alternate Protein Entrée. A choice should be made at the time of reception into that unit and at a minimum of once each month thereafter until the inmate is released. An exception should be made on an individual meal basis for therapeutic or religious reasons, i.e. a substitute of alternate protein for an allergy avoidance diet, a substitute of alternate protein for pork, a substitute of alternate protein for meat during Lent, and other exceptions according to Religious Diets.**
- (3) All meals in a Security Level 5 housing unit will be served to each inmate in his/her cell unless otherwise authorized by the Facility Manager in accordance with Department policy 6.5.1, **“Administration of Security Level 5 Housing Units.”**

¹⁸ 4-4326

¹⁹ 4-4158

²⁰ 4-4326

- (4) Food shall not be used as a disciplinary measure.²¹ However, **Alternative Meal Service** may be **approved for** individual inmates whose current behavior is such that **regular menu tray service** or use of service wares would present a danger to the inmate or staff in accordance with **Section 3** of this procedures manual. The use of an **Alternative Meal Service** must be approved in writing by the Facility Manager/designee, **who shall consult** with the Corrections Health Care Administrator (CHCA)/designee. The substitution period will not exceed seven days (21 consecutive meals).²² Following the maximum of 21 modified meals, the inmate will be provided with **the type of meal** that he/she received prior to the initiation of the **Alternative Meal**. **The inmate will be informed that he/she may again be placed on an Alternative Meal Service if any further dangerous behavior is exhibited.** The Facility Manager/designee, after consulting with the CHCA/designee, can **extend the Alternative Meal Service up to an additional seven days (21 consecutive meals)** with written approval if the inmate's behavior warrants it.
9. The CFSM shall ensure that one **epidemiology tray is made and** retained at the conclusion of **mainline service of breakfast, lunch, and supper meals. Epidemiology trays shall contain a portion of all food items served, including those items served in the staff dining room or work details that are TCS.** These items shall be placed in a secure, sanitary container, **labeled with meal-type and date**, and refrigerated between 32°F and 40°F for 72 hours in the event a food borne illness develops. **Food items must not be comingled in the container.** Items **shall** be discarded after 72 hours.
10. **Corrections Food Services staff shall record corrective actions taken when food or equipment temperatures are found to be outside of acceptable guidelines.**

F. Sanitation and Personal Hygiene²³

1. CFSM/designee is responsible for reviewing and documenting the sanitary work habits and personal hygiene of **all** staff and inmates employed by the Food Services Department. **Current Food Code and industry standards shall be followed to ensure effective sanitation and hygiene practices.**
2. **All Corrections Food Services staff shall wear clean uniforms and/or clothing in accordance with Department policy 6.2.4, "Uniform Regulations." Uniforms and/or clothing must be maintained clean, free from contamination, and laundered regularly.**
3. All inmate Food Services workers shall wear clean **Food Services uniforms and/or clothing as issued by the Department for working in Food Services areas.**²⁴

²¹ 4-4320

²² 4-4264

²³ 4-4322

²⁴ 4-4337

- a. **Uniforms and/or clothing must be maintained clean, free from contamination, and laundered regularly.**
 - b. **Uniforms and/or clothing may not be worn during non-work related activities.**
 - c. **Uniforms and/or clothing must not be worn while kneeling, sitting, or laying on the floor/ground.**
4. **Coats/jackets (outerwear) must be removed when working in the Food Services Department. Outerwear may be worn during job duties and assignments that expose staff or inmates to elements (e.g. outside, freezer, refrigerator).**
5. **Anyone having more than casual contact with food (as defined under b. below) shall always wear a hairnet or *bouffant cap*. All hair shall be secured up inside of a hairnet or *bouffant cap* with the hair off the collar.²⁵ *Approved religious headgear shall be worn securely on the head, shall be covered by a hairnet or bouffant, and must be kept clean. Anyone, when in Food Services areas, shall remove caps and winter hats. Anyone having more than casual contact with food who has facial hair shall wear a beard net.***
- a. **The CFSM may choose to allow Corrections staff to wear either their Department-issued ball cap or a hairnet while working in the Food Services Department.**
 - b. **Individuals having more than casual contact with food include those personnel who work in any area of food preparation, production, service, storage, ware washing, and/or equipment repair. Such individuals also include those who are monitoring or observing food preparation, production, service, storage, ware washing, and/or equipment repair.**
 - c. **Personnel who deliver a tray or bag meal for in-cell feeding or to a table are considered as having only casual contact with food and are, therefore, not required to wear hair or beard nets.**
6. CFSM is responsible for ensuring that **ongoing training** is conducted in basic personal hygiene, **safe food handling**, sanitation, **and housekeeping** for all **Food Services** staff and inmate **Food Services workers**. This **training** shall include, but not be limited to, **films and materials approved by the Food Services Division**.
7. The facility will provide **adequate** and clean toilet and hand washing facilities. **Hand washing facilities shall be** near the food production area, **unobstructed, in good working order, supplied** with hot and cold running water, soap, and single service disposal towels with waste receptacles. If electric hand dryers are used, they must be

²⁵ 4-4337

kept clean and well maintained.²⁶ **Hand washing instruction signs approved by Food Services Division shall be clearly posted at each hand washing sink.**

8. All **Food Services staff and inmate Food Services workers** shall wash their hands **with soap and water** upon reporting to work, after using toilet facilities, and after any potential chance of contamination.²⁷

NOTE: The use of hand sanitizers does not replace the need to properly wash hands with soap and water within Food Services areas. Hand sanitizers, if made available, may be located in inmate and staff dining areas, but they shall not be used in food preparation, production, ware washing, and service areas.

9. **All Food Services staff and inmate Food Services workers are required to wear non-latex disposable gloves when:**
- a. **handling or preparing ready-to-eat food items;**
 - b. **servicing food items; and**
 - c. **handling clean utensils, trays, cups, plates, etc.**
10. Tobacco shall not be used in any form in areas where food is stored, handled, prepared, or served, **nor shall it be used around** food contact surfaces. Use of any tobacco product shall be in approved designated smoking areas only, in accordance with Department policy 1.1.7, "**Clean Indoor Air Act.**"
11. Inmate **Food Services workers and Food Services staff** with any open sores, lesions, or signs of infection shall not handle any food until they are medically cleared. Inmate **Food Services workers** shall be inspected by Food Services staff prior to **starting** work on a daily basis for issues noted above as well as overt signs of illness and general personal hygiene.²⁸ **The CFSM/designee shall ensure that all Corrections Food Services staff are inspected prior to starting work on a daily basis for issues noted above as well as overt signs of illness and general personal hygiene. These health checks shall be recorded for both staff and inmates and maintained with other documentation required by policies or procedures.**
12. **Animals, birds, and/or pets are not permitted in any Food Services area with the following exceptions:**
- a. **service dogs are permitted only in dining areas, provided that:**
 - (1) **the dog shall remain with the handler;**

²⁶ 4-4161

²⁷ 4-4322

²⁸ 4-4367, 4-4322

- (2) ***the dog shall remain calm and under control at all times;***
 - (3) ***the dog shall not be permitted to beg or place any part of its body on the table or service line;***
 - (4) ***the dog shall not be permitted to defecate or urinate in any part of the dining area; and***
 - (5) ***the handler and dog shall sit in the dining area as far from the serving line as possible.***
- b. ***K-9 Team search dogs are permitted in any Food Services area, provided that:***
- (1) ***the dog shall remain with the handler;***
 - (2) ***the dog shall remain calm and under control at all times;***
 - (3) ***the dog shall not be permitted to defecate or urinate in any part of the Food Services area; and***
 - (4) ***if the dog has to enter any food preparation, production, storage, service area, ware washing area, or any area that contains food contact surfaces, the following shall be adhered to:***
 - (a) ***to reduce any potential contamination, the dog could enter only when the least amount of food preparation, production, and service is taking place;***
 - (b) ***all food items and food contact surfaces shall be covered and stored in a manner which protects their integrity and limits any potential of contamination; and***
 - (c) ***all areas where the dog searched shall be cleaned and sanitized after the conclusion of the search and before any food is exposed, prepared, produced, or served.***
13. ***The CFSM will coordinate with the Corrections Fire and Safety Manager to ensure that a Pest Control Operator conducts regular visits and implements an effective pest control plan for all Food Services Department areas and any food storage areas.***

G. Nutrient Inventory and Cost Reporting

The CFSM(s) at each facility and the **Corrections** Chief of Food Services **Division** shall use these management information tools **to** establish and monitor the standards to meet nutritional requirements and overall cost in Food Services.

1. Each facility shall submit to the **Corrections** Chief of Food Services **Division** a standardized monthly cost report. This report will detail the total number of meals served to inmates, staff, and guests; the monthly raw food cost; the average daily ration cost **based on** the raw food cost; the dollar amount of inventory purchased during the month; the dollar amount of inventory on hand at the conclusion of the month; the dollar **amount** saved by using the facility's garden produce; and the dollar **amount** saved by **using** government donated food.²⁹
2. Monthly inventory information concerning receipts, usage, and on-hand inventory levels shall be maintained by all facilities for review during inspections by the **Corrections** Chief of Food Services **Division**/designee. This information shall be substantiated by food production forms and other related forms. Monthly cost reports shall also be included.³⁰
3. **The Department** Dietitian will review each facility's dietary allowances at least annually to ensure **that** they meet the nationally recommended allowances for basic nutrition.³¹
4. **The Department Dietitian/designee, will review any facility's non-standard food request prior to purchasing to ensure that it does not negatively affect the nutritional content of the menu.**
5. The CFSM **or** designee shall evaluate menus at least quarterly to verify adherence to the established basic daily servings.³²

H. Facility Grown or Produced Foods

A plan of action for growing food items on facility grounds, such as fresh produce, shall be coordinated with **Food Services Division staff**, the CFMM/designee, and the facility's CFSM/designee to ensure that appropriate foods are grown and used according to the Master Menu guidelines. Upon delivery, all food shall be inspected for usability by the Corrections Food Services staff.³³

I. Employee Training³⁴

1. All Food Services **staff** shall meet the Department's minimum training requirements as stated in Department policy **5.1.1, "Staff Training and Development."**
2. In addition to any training required by the Department, the **Corrections** Chief of Food Services **Division**, the **facility's CFSM**, along with **the** Training Coordinator shall develop a flexible Food Services in-house training program to meet the needs of the

²⁹ 4-4314, 4-4315

³⁰ 4-4314

³¹ 4-4316

³² 4-4316

³³ 4-4317, 4-4323

³⁴ 4-4322

Department. The **Corrections** Chief of Food Services **Division** or designee shall review and approve all Food Services related training programs.

J. Inmate Orientation and Instruction³⁵

1. The CFSM shall be responsible for ensuring that all inmate Food Services workers receive an orientation and instruction as needed that includes, but is not limited to the following:
 - a. Food Services Department rules **including, but not limited to:**
 - (1) **no personal items may be brought into the Food Services area; and**
 - (2) **no taking and eating unauthorized food items.**
 - b. standards for Food Services personal hygiene, including:
 - (1) the **proper method of** hand washing; and
 - (2) **the proper method for cleaning, washing with soap and water, and sanitizing.**
 - c. **standards for Food Services area, including:**
 - (1) **proper safety practices in Food Services areas, to minimize inmates' unsafe conduct:**
 - (a) **no boxing or fighting;**
 - (b) **no lifting items in an unsafe fashion;**
 - (c) **using the required safety equipment to perform work; and**
 - (d) **not causing potential safety hazards by laying on the floor.**
 - (2) proper food handling **techniques;**
 - (3) safe, proper way to use, clean, **wash with soap and water**, and sanitize all Food Services equipment;
 - (4) **proper food storage**, preparation, **service, and disposal procedures;** and
 - (5) **proper ware washing and** dishwashing **techniques.**

³⁵ 4-4321-1, 4-4322

2. The CFSM shall be responsible for **ensuring recording of** all inmate orientation and instructions that **have been** conducted **and maintaining of the documentation**.
3. The Bureau of **Education, working in conjunction with the** Food Services Division and **Bureau of Health Care Services at** Central Office, shall **approve standardized certified Food Services training programs. Such programs shall** be made available to inmate Food Services workers when possible. Program accessibility at a facility shall be based on the **Bureau of Education's allocation** of staff and resources **to the facility**.

K. Control of Tools/Utensils

All tools and utensils used in the Food Services Department shall comply with Department policy **6.3.1, "Facility Security."**³⁶ Any **inquiries** on this subject shall be referred to the facility's Security Office. Security and Food Services personnel shall be responsible for monitoring and enforcing retrieval of all service items before inmates leave the dining area.³⁷

L. Control of Caustic/Toxic Materials

All caustic and toxic materials used in the Food Services Department shall be maintained in accordance with Department policy **15.1.1, "Safety."** Any **inquiries** on this subject shall be referred to the Corrections Facility Safety Manager at the facility.

M. Dish or Tray Machine Operating Temperatures

Dish or tray machines shall have gauges installed that are kept operational at all times. Gauge temperatures shall be recorded at every meal and verified at least once each **shift** by **using** a temperature sensitive tape **or approved thermometer; this verification shall also be recorded**. Water temperature on the final dishwasher rinse should be **between 180°F and 194°F**.³⁸

N. Manual Ware Washing and Sanitizing

1. **At a minimum, a five-step process shall be used to manually wash pots, pans, and other items not suitable for a dish machine or when the use of a dish machine is not available. The first step is pre-scraping into a garbage can to remove food and/or stuck on debris. The second step is washing by using hot water and detergent. The third step is rinsing off food particles and soap residue with hot water. The fourth step is sanitizing with a chemical solution for the effective contact time according to manufacturer's guidelines. The chemical solution shall be maintained at the correct concentration that shall be periodically tested. The fifth step is allowing the item to properly air dry. A pre-soak step may be added at the beginning of the manual washing process after pre-scraping occurs.**

³⁶ 4-4196, 1-CTA-3B-02

³⁷ 4-4196, 1-CTA-3B-02

³⁸ 4-4324

2. **Wash, rinse, and sanitizing sink water shall be changed regularly to ensure effective, safe levels of cleaning and sanitizing. The water in the pre-soak sink, if used, should also be changed regularly.**
3. **Corrections Food Services staff shall check the sanitizing chemical solution concentration regularly during each shift to ensure proper water temperature and that effective, safe levels of sanitization are maintained according to manufacturer’s guidelines. The acceptable, minimum sanitizing water temperature is 70°F.**

O. Physical Examination for Inmate Food Services Workers

An **inmate** shall not be employed in a Food Services operation unless he/she has been medically cleared. The CHCA at each facility shall be responsible for ensuring that each inmate selected for employment in the Food Services Department has a physical examination in accordance with Department policy 13.2.1, “**Access to Health Care.**”³⁹ **Inmates who have been medically cleared for Food Services work shall be medically reevaluated each time they receive an additional physical examination by the Medical Department.**⁴⁰

P. Inspections⁴¹

There shall be announced and unannounced inspections of the Food Services operations at each facility in accordance with the following schedule:⁴²

1. A daily housekeeping and sanitation inspection shall be performed and **recorded** once per shift by a CFSS or Food Services staff member as designated by the facility’s CFSM if a **CFSS** is unavailable.
2. The facility’s CFSM/designee shall conduct and **record** weekly housekeeping and sanitation inspections of all Food Services areas, including dining and food preparation areas and equipment.⁴³
3. Food Services personnel shall **conduct and record checking of** refrigerator, **freezer**, and dishwasher temperatures **a minimum of once per shift.**⁴⁴
4. A monthly housekeeping and sanitation inspection shall be performed and **recorded** by the facility’s CFSM or designee **by using the Food Services Department Manager’s Monthly Inspection Form (Attachment 1-A).** The report shall be reviewed by the DSCS

³⁹ 4-4322

⁴⁰ 4-4322

⁴¹ 4-4321, 4-4324

⁴² 4-4324

⁴³ 4-4324, 1-CTA-3D-02

⁴⁴ 4-4324, 1-CTA-3D-02

and forwarded to the Facility Manager and the **Corrections** Chief of Food Services **Division**.⁴⁵

5. **Announced** annual inspections are performed by **Food Services Division Central Office staff**. **These annual inspections shall** include all aspects of the operation, to ensure that Food Services facilities and equipment meet established government **food, health, and safety codes**. The **Corrections Chief/designee** of Food Services **Division** is responsible for preparing a report of all findings, **including** any conditions that would adversely affect the health and safety of inmates and staff. **The report will be entered into the Accreditation, Audit, and Risk Management Security (AARMS) system so that the facility can develop a plan of action to correct the items identified in the findings that need** corrective action. The **AARMS** report is available to **be reviewed by** the Regional Deputy Secretary, the Facility Manager, **and other Department staff**.⁴⁶
6. **Additional inspections may be requested at the discretion of the Regional Deputy Secretary or Facility Manager.**

⁴⁵ 4-4329

⁴⁶ 4-4321

Section 2 – Therapeutic and Religious Diets

A. Therapeutic Diet Program

1. The Facility Manager is responsible for ensuring that local procedures are developed for controlling the Therapeutic Diet Program in compliance with this manual.
2. The Therapeutic Diet Master Menu shall be developed and verified for nutritional accuracy by the **Department Dietitian**.
3. The **Therapeutic Diet** Program shall be operated according to the Department's **Diet Ordering Guide**. A current copy **of the Diet Ordering Guide** shall be maintained and available **on the Food Services Division DOCNet site** **for** both the Food Services and Medical Departments **to use** at each facility. The Department's **Diet Ordering Guide** shall be reviewed and updated annually by appropriate staff of the **Food Services Division**.¹

B. General Diet Program Procedures

1. The facility's Medical Department shall be responsible for generating a complete, up-to-date list of all inmates on therapeutic diets. **The Diet List shall be signed by the Medical Director (or designated physician) and reviewed by the Medical Director every 30 days**. The Medical Department shall maintain the reviewed and signed Diet List on file for three months. A copy of this signed list shall be forwarded to the **facility's** Corrections Food Service Manager (CFSM) to identify those inmates on therapeutic diets.
2. Inmates, for whom therapeutic diets have been ordered, shall receive standardized nutrition educational literature, as appropriate, along with training from the medical staff. **The literature is available on the Food Services Division DOCNet site**. The Bureau of Health Care Services (BHCS), **Chief of Clinical Services/designee** will evaluate the training. The literature shall also be available to Food Services staff for reference purposes.
3. The facility's CFSM will maintain a list of inmates in the Therapeutic Diet Program. The CFSM/designee shall monitor the inmates' compliance with the Therapeutic Diet Program a minimum of every two weeks and forward a list of inmates who are non-compliant to the **Corrections Health Care Administrator (CHCA)/designee** for counseling about adhering to the Therapeutic Diet Program. Questions regarding the clinical aspects of the Therapeutic Diet Program should be directed to the **Department Dietitian**. The **Corrections** Chief of Food Services **Division/designee** shall review the operation of the Therapeutic Diet Program during visits to the facility.
4. Inmates for whom therapeutic diets have been ordered **and approved** shall have the rules for the Therapeutic Diet Program explained to them by the medical staff, shall sign a receipt for their copy of the rules, and shall receive a therapeutic diet pass. The pass

¹ 4-4318

must be presented to **Food Services** staff on the therapeutic diet serving line in order to obtain the therapeutic diet.

5. **All** therapeutic diets shall not be provided by the Food Services Department until a therapeutic diet order from the Medical Department has been received. **For non-standard diet orders, therapeutic diets shall not be provided until the diet order has been approved by the Department Dietitian, and a diet menu has been provided to follow.**
6. The Therapeutic Diet Program shall be monitored by the facility's Food Services staff for **adherence of diet menus**, accuracy of diet food handling, proper preparation techniques, portion sizes, and temperatures.
7. **Requests for therapeutic diet trays for inmates housed in satellite feeding areas must include the inmate's name, number, and diet to show compliance with the Therapeutic Diet Program.**
8. The number of therapeutic diets served each month shall be reported to the Facility Manager and **to the Department Dietitian in the Monthly Diet Report available on the Food Services Division DOCNet site.**
9. Upon request, nutritional information and clinical guidelines shall be provided to the CHCA **and/or the Health Services Administrator (HSA)** by the **Department Dietitian/designee.**

C. Young Adult Offenders

1. **A juvenile snack bag will be ordered for any inmate who has not yet reached his or her 19th birthday.**
2. **The physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric) shall order the juvenile snack bag by using the Department's DC-465-A, Therapeutic Diet Order Form (Attachment 2-A). It is a standard diet order.**
3. **Juvenile snack bags will automatically be discontinued upon an inmate's 19th birthday.**

D. Procedure for Ordering Diets

1. The physician, psychiatrist, dentist, physician assistant, or **nurse practitioner (medical/psychiatric) can** order therapeutic diets **by** using the Department's **DC-465-A.**² Therapeutic diets may be ordered for a period not to exceed six months. Every effort shall be made to prescribe one of the **Food Services** Department's standard therapeutic diets **by** using standard **Food Services** Department diet terminology. **When** it is

² 4-4318

medically necessary to deviate from standard therapeutic diets, the **Food Services** Department shall make reasonable accommodations for medical nutritional needs as directed.

2. The **Food Services** Department shall only provide medical diets that are ordered in accordance with the procedures outlined in this procedures manual. Diets ordered in a manner inconsistent with **Food Services** Department policies are not permitted and shall not be implemented by the **Facility's** Food Services Department.
3. To order a standard therapeutic diet, the physician, psychiatrist, dentist, physician assistant, or **nurse practitioner (medical/psychiatric)** must complete a **DC-465-A** for the Food Services Department. **The Food Services Department's** standard therapeutic diets are **listed in the Diet Ordering Guide**.
4. To order a non-standard therapeutic diet (**other than a food allergy diet**), **the following procedures shall be followed:**
 - a. **prior to completing the DC-465-A, the physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric) shall** contact the on-site Medical Director to discuss the medical need for the non-standard therapeutic diet. Non-standard therapeutic diets include all diets not listed as a standard therapeutic diet **in the Department's Diet Ordering Guide**;
 - b. the Medical Director must **discuss** with the **Department Dietitian** at Central Office **about** the clinical parameters, feasibility, and medical need for the non-standard therapeutic diet request;
 - c. **after** the Medical Director **consults** with the **Department Dietitian, the physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric)** shall order the diet via a **DC-465-A and forward the form to the Department Dietitian for review and approval**;
 - d. **if the non-standard therapeutic diet request is approved, the Department Dietitian** will design an appropriate diet **and menu** to comply with the Medical Director's request and will identify the best method of diet implementation consistent with the specific facility's Food Services capabilities. In all instances, the Department shall attempt to provide the most medically appropriate and nutritionally adequate diet consistent with current **medical community** standards for meeting the nutritional needs of the inmate; and
 - e. the **Department Dietitian** shall contact the CFSM to authorize and **provide a menu for** the implementation of the non-standard therapeutic diet.
5. **To order a non-standard therapeutic diet for a food allergy, the following procedures shall be followed:**

- a. ***the physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric) shall order a radioallergosorbent test (RAST) to determine the substances a subject is allergic to and to verify all self-reported allergies. Refer to Attachment 19-B of Department policy, 13.2.1, “Access to Health Care Procedures Manual,” Section 16, QI Plan, Appendix 16-B, Chapter 19; and***
- b. ***once the RAST has been completed, and a food allergy has been confirmed, a DC-465-A should be completed and submitted.***
6. ***To renew a therapeutic diet order, a physician, psychiatrist, dentist, physician assistant, or nurse practitioner (medical/psychiatric) shall:***
 - a. ***follow the procedures used for ordering standard and/or non-standard diets. All non-standard diet orders shall be sent to the Department Dietitian at Central Office for review and approval each time they are renewed;***
 - b. ***prior to renewal of a diet order, evaluate the appropriateness of the diet and determine whether the nutrition interventions should be continued, discontinued, or changed;***
 - c. ***consider factors such as current diet effectiveness and overall health status when considering continuance of medical nutrition therapy. Consult with the Department Dietitian for recommendations when necessary; and***
 - d. ***carefully review and consider an inmate’s compliance with the Therapeutic Diet Program before renewing a diet order.***
7. The facility’s CFM shall, upon receipt of a **DC-465-A** signed by a physician, psychiatrist, dentist, physician assistant, or ***nurse practitioner (medical/psychiatric)***, provide therapeutic diets to only those inmates with proper identification. This identification must be checked prior to each therapeutic diet being served.

E. Procedures for Monitoring Compliance

1. If the diet is prescribed to meet the inmate’s medical needs, ***the inmate*** is encouraged to participate in the program for the entire time period prescribed. Inmates refusing to comply with the program rules or wishing to discontinue the program, shall be referred to the appropriate medical personnel ***for counseling on*** the need to adhere to the program. An inmate is considered non-compliant with the Therapeutic Diet Program if he/she misses three consecutive meals or more than six meals in a two-week period.
2. ***The facility’s Food Services staff shall monitor an inmate’s compliance to his/her therapeutic diet for each meal to ensure that all participation is properly recorded. Facilities with multiple dining rooms should consider using one dining room for all inmates on therapeutic diets and using the Meal Management System to assist with monitoring of inmates’ compliance with therapeutic diets.***

3. Inmates determined to be non-compliant shall be referred to the appropriate medical personnel for mandatory counseling regarding the need to adhere to the diet and the health-related consequences of non-compliance. The inmate will be provided two counseling sessions by the Medical Department.
4. If the inmate wishes to cease participation, he/she must notify the CHCA/designee by completing a **DC-462, Release from Responsibility for Medical Treatment**, in accordance with Department policy **13.2.1**. Until notification to the CHCA/designee, the inmate is considered to be participating with the program.
5. If the inmate agrees to comply with the Therapeutic Diet Program after the counseling sessions, the diet and monitoring will be continued.
6. If the inmate continues to be non-compliant after the two mandatory counseling sessions, he/she may be removed from the Therapeutic Diet Program **by medical staff after the** inmate signs a **DC-462**.
7. If the inmate refuses to sign the **DC-462**, the **medical** staff shall note the inmate's refusal to sign the document. The inmate shall be informed that if he/she wishes to restart the Therapeutic Diet Program, he/she must go to sick call and make the request.
8. The CHCA shall notify the facility's CFSM **of** the inmate's removal from the program by providing a copy of the **DC-462**.
9. **The Department Dietitian may disapprove diet renewals for inmates who are consistently non-compliant with the Therapeutic Diet Program.**

F. Religious Diet Program

1. **The Department seeks to accommodate the sincerely held religious beliefs of inmates as it relates to their dietary requirements.**
2. **An inmate seeking to be accommodated with a religious diet must submit a Religious Accommodation Request Form – Non Grooming in accordance with Department policy DC-ADM 819, "Religious Activities." Religious diets cannot be ordered by Medical Practitioners under the Therapeutic Diet Program.**
3. **The CFSM will ensure that a religious diet does not commence until the facility receives an approval decision from the Bureau of Treatment Services.**
4. **The religious diet must commence within ten working days of when the facility received the approval to accommodate an inmate's religious diet.**
5. **All religious diets shall be provided based on a specialized menu(s) which has been approved by the Department Dietitian. Some religious diets also require specialized handling procedures. All religious diet menus and handling procedures shall be maintained by and provided through the Food Services Division.**

- 6. The CFSM shall ensure specialized religious diet menus and handling procedures are followed and enforced. There can be no deviation to a religious diet menu; the CFSM must contact the Food Services Division to seek guidance on any change needed due to specific circumstances.**

- 7. The CFSM shall ensure procedures are established for monitoring an inmate's compliance with an approved religious diet accommodation. Any noncompliance shall be reported to the Facility Chaplaincy Program Director so that the inmate may be counseled in accordance with Department policy DC-ADM 819.**

- 8. The CFSM shall ensure a religious diet ceases upon receipt of a Religious Diet Revocation Letter in accordance with Department policy DC-ADM 819.**

Section 3 – Alternative Meal Service

A. General¹

An inmate housed in Restrictive Housing (e.g. Security Level 5 Housing, etc.) or those housed in Restrictive Housing Alternatives (e.g. Secure Residential Treatment Unit [SRTU], Diversionary Treatment Unit [DTU], etc.) may be placed on an Alternative Meal if he/she uses food or food service equipment in a manner that is hazardous to self, staff, or other inmates. The following behaviors would warrant an Alternative Meal Service request:

1. misuse of food items, serving tray, ***beverage container***, or eating utensils;
2. refusing to return uneaten food items, the serving tray, ***beverage container***, or eating utensils;
3. destroying or throwing food items, the serving tray, ***beverage container***, or eating utensils;
4. using ***the serving tray or beverage*** containers to hold or throw other substances such as human waste;
5. throwing food items, human waste, or liquids within the cell, through or at the door or on any other person; and/or
6. ***using the serving tray, beverage container, or eating utensils to inflict self-harm, harm to staff, or harm to other inmates.***

B. Alternative Meal

1. ***An Alternative Meal shall be a Department Dietitian approved, nutritionally balanced bag meal prepared to eliminate the need for a serving tray and the use of eating utensils.***
2. ***A container restriction may also be requested for instances where an inmate has demonstrated behavior of using beverage containers (e.g. milk carton) to inflict self-harm/harm to others or using beverage containers to hold or throw other substances or liquids (such as, but not limited to, human waste), within the cell, through or at the door, or on any other person. Requesting a container restriction will eliminate beverage containers from the Alternative Meal Service; inmates will consume water already provided in their cell.***

¹ 4-4264

C. Implementation of *Alternative Meal Service*

1. When an inmate demonstrates any of the behaviors listed in **Subsection A. above**, he/she may be placed on ***an Alternative Meal***. When such behavior is observed, the observing staff member shall report the behavior to the Officer-in-Charge of the unit and submit the appropriate **DC-121, Part 3, Employee Report of Incident**, in accordance with Department policy **6.3.1, “Facility Security”** and/or **DC-141, Misconduct Report** in accordance with Department policy **DC-ADM 801, “Inmate Discipline.”**
2. Upon receipt of the **DC-121, Part 3** or **DC-141** describing the incident, the Officer-in-Charge shall complete a **DC-708A, Alternative Meal Service Request Form (Attachment 3-A)**, and submit it to the Shift Commander; ***a determination will need to be made at this point whether or not to include a container restriction during the Alternative Meal Service if warranted.*** The Officer-in-Charge shall also initiate a **DC-708, Review and Authorization of Alternative Meal Service Form (Attachment 3-B)**.
3. Upon receipt of the **DC-708A**, the Shift Commander shall contact the Corrections Health Care Administrator (CHCA) or designee and inform him/her of the request.
4. The CHCA or designee shall ensure that the inmate’s medical record is reviewed to determine if the inmate is on a Therapeutic Diet, ***and/or if the inmate is on the Mental Health/Intellectual Disability (MH/ID) Roster (C or D code).***
5. If the inmate is on a Therapeutic Diet, ***the Alternative Meal shall be prepared to meet his/her specific Therapeutic Diet requirement.***
6. When the review of the inmate’s medical record and the Psychologist/Registered Nurse’s assessments are completed, if necessary, the CHCA or designee shall inform the Shift Commander of the results.
7. Upon receipt of information from the CHCA or designee, the Shift Commander shall determine if placing the inmate on ***an Alternative Meal*** is warranted. If the Shift Commander determines that placing the inmate on ***an Alternative Meal*** is warranted, he/she shall indicate approval on the **DC-708A** and enter the date and time of the approval. The Shift Commander shall then notify the Facility Manager/designee of the request to place an inmate on ***an Alternative Meal*** and forward a signed copy of the **DC-708A** to the Facility Manager or designee.²
8. If the Shift Commander determines that placing the inmate on ***an Alternative Meal*** is not warranted, he/she shall indicate disapproval on the **DC-708A** and enter the date and time of the disapproval. The Shift Commander shall then return the form to the Officer-in-Charge of the housing unit in which the inmate resides.

² 4-4264

9. The Facility Manager or designee shall be the final approving authority for placing the inmate on **an Alternative Meal Service**. Upon receipt of the signed **DC-708A**, the Facility Manager/designee shall indicate approval or disapproval on the **DC-708A** and enter the date and time of the approval **or disapproval**. A copy of the signed form shall then **be** forwarded to the Officer-in-Charge of the housing unit in which the inmate resides. The Officer-in-Charge of the inmate's housing unit is responsible for ensuring that distribution of the signed form is made as indicated in the "cc" section of the form.
10. **When** the Facility Manager is not available, the Shift Commander may implement the use of the **Alternative Meal Service** until final approval is obtained; **however, no more than three consecutive meals can be provided without Facility Manager/designee approval**.
11. If the implementation of **an Alternative Meal Service** is approved, the Shift Commander or designee shall contact the Corrections Food Service Manager (CFSM)/designee of the need to prepare **an Alternative Meal** and the type of meal (**regular, therapeutic, container restriction**). Placement on **an Alternative Meal Service** shall be done in a progressive manner in accordance with the following:
 - a. first occurrence – three days (nine meals);
 - b. second occurrence – seven days (21 meals); and
 - c. subsequent occurrences – the option of an extension of seven days (21 meals) in accordance with **Subsection G. below**.
12. When placement of the inmate on **an Alternative Meal Service** is approved, the Officer-in-Charge of the housing unit shall ensure that **the approval** is properly annotated in the inmate's **DC-17X** file and in the unit log book.
13. **When placement of an inmate on an Alternative Meal Service is approved, a health assessment/evaluation shall be done within four days to ensure that the inmate is not malnourished.**

D. Alternative Meal Preparation

All **Alternative Meals** shall be prepared by the Food Services Department in accordance with the items listed in the **Alternative Meal Service - Bag Meal Guidelines (Attachment 3-C)**. If the inmate is approved for an established Therapeutic Diet, the **Alternative Meal Service Guidelines for Therapeutic Diets (Attachment 3-D)** will be followed.

E. Serving of Alternative Meals

1. A Corrections Officer assigned to the housing unit shall serve each **Alternative Meal**. When the **Alternative Meal** is served, the Officer-in-Charge of the housing unit shall ensure that **the service** is properly recorded on the **DC-708** for the specific inmate.

2. The Corrections Officer shall remove the **packaged** food items from the **bag or** container used to transport the meal from the Food Services Department. The inmate is not permitted to retain the bag or other container used to transport the meal.

F. Duration of *Alternative Meal Service*

An inmate may be served ***an Alternative Meal*** for a maximum of 21 consecutive meals, ***unless an extension is approved by the Facility Manager/designee in accordance with Subsection G. below.***

G. Extension of *Alternative Meal Service*

1. If an inmate, when being served ***an Alternative Meal***, continues to demonstrate any of the behaviors listed in **Subsection A. above**, a seven day extension to the 21-meal period may be authorized by the Facility Manager. When such behavior is observed, the observing staff member shall report the behavior to the Officer-in-Charge of the unit and submit the appropriate **DC-121, Part 3** and/or **DC-141**.
2. ***When an extension of an Alternative Meal Service is approved, a health assessment/evaluation shall be done within two days to ensure that the inmate is not malnourished.***
3. If an inmate, when being served ***an Alternative Meal*** during the seven day extension period, continues to demonstrate any of the behaviors listed in **Subsection A. above**, the Officer-in-Charge of the unit shall report the behavior to the Shift Commander and the CHCA/designee. The CHCA/designee shall ensure that ***Psychology Staff are notified to conduct*** a mental health assessment to determine the cause of the behavior and make a recommendation for treating the inmate. When such behavior is observed, the observing staff member shall report the behavior to the Officer-in-Charge of the unit and submit the appropriate **DC-121, Part 3** and/or **DC-141**.

H. Inmate Refusal to Eat and/or Take Liquids

Any inmate who refuses to eat or drink any food items while on ***an Alternative Meal*** shall be referred to the Medical Department in accordance with Department policy **13.1.1**, ***“Management and Administration of Health Care.”***

Section 4 – Meal Management System (MMS)

A. Inmate ID Scanning Procedures

1. Each inmate dining room will be equipped with an electronic scanning device which will be used to scan the barcode of a Department-issued inmate ID card.
2. At meal time, the inmate is required to hand his/her Department-issued inmate ID card to the Corrections Officer who is positioned at a scanner located *in* or near the serving line area. The Corrections Officer **shall** confirm **that** the inmate ID card belongs to the presenting inmate and then place the barcode section of the inmate ID card under the scanner. The Corrections Officer **shall** confirm **that** the barcode has been scanned and return the ID card to the inmate. The inmate will then take a position in line to start through **the serving line**.

B. Scanner Operation

1. The scanner is equipped with visual and audible indicators. The visual indicators are two small lights located next to each other on the front of the scanner – one green and one red. The audible indicator is a speaker within the scanner that emits either a short or longer tone.
2. Scanning the inmate ID card activates the visual and audible indicators on the scanner.
 - a. A good scan or a mis-scan will activate the green light and short audible tone.
 - (1) A good scan is defined as the first scan within a meal period for each inmate.
 - (2) A mis-scan is any scan that occurs within 30 seconds of the initial good scan for a specific inmate.
 - b. A double back will activate the green light immediately followed by the red light and a longer audible tone. A double back is defined as any scan that occurs more than 30 seconds after the initial good scan within a meal period for a specific inmate.

C. Staff Responsibilities

1. The Corrections Officer **shall** scan the inmate ID card at the scanner and note the visual and audible indicators to confirm **that** the ID card was scanned.
2. Controlling the flow of traffic of the **serving line** to mitigate delays should be priority. The inmate **should** not be turned away from mainline **with** the indication of a double back.
3. Corrections Officers **shall** ensure the inmate ID card being presented actually belongs to the inmate presenting it.

4. If an inmate ID card fails to scan due to damage or excessive wear, the Corrections Officer **shall** instruct the inmate to replace the ID card. The inmate **should** not be turned away from mainline.
5. The Deputy Superintendent for Centralized Services (DSCS)/designee shall review the Double Back Report daily. All follow-up discipline and payment for double backs will be handled according to Department policy **DC-ADM 801, “Inmate Discipline.”** All offenses shall be documented **in** the **DC-141, Part 1, Misconduct Report**. First and second offenses are eligible for informal resolution and assessed restitution. Third and subsequent offenses shall be processed for formal resolution and assessed restitution. The average cost of the meal will be determined annually by the Bureau of Administration and updated on the **Cost of Replacing Commonly Damaged Items** (refer to **Section 8** of Department policy **DC-ADM 801**).
6. ***All reports from the MMS used in the inmate discipline process must be printed from the system in the PDF format at the time the violation occurs and be retained with the misconduct.***
7. ***The Corrections Food Service Manager (CFSM)/designee shall review the dining room reports at a minimum once per week to assist in assessing the inmates’ participation on the Therapeutic Diet and Religious Diet programs.***

D. Inmate Responsibilities

1. All Inmates
 - a. **An inmate is** required to carry **his/her** inmate ID card at all times and present it to the Corrections Officer posted at the scanner **before** entering the serving line.
 - b. If the ID card is damaged to the **extent** that the barcode cannot be read, the inmate is responsible to see **his/her** Unit Manager, Area Lieutenant, or Block Sergeant to get a replacement as soon as possible.
 - c. An inmate who arrives during regular meal hours will be provided a meal after **his/her** ID card has been scanned by the Corrections Officer.
 - d. An inmate arriving outside of regular dining room hours will be provided a meal, and **his/her** ID card will be scanned by the Food Services staff.
2. Inmate Food Services Workers
 - a. An Inmate **Food Services Worker** will submit **his/her** inmate ID card to the **Corrections** Food Service Supervisor (CFSS) or **Corrections** Food Service Instructor (CFSI).
 - b. An Inmate **Food Services Worker** arriving at work without **his/her** inmate ID card will be returned to the unit to retrieve it.

- c. An Inmate **Food Services Worker's** inmate ID card will be scanned by the CFSS or CFSI as the inmate is being served at the serving line.

E. Equipment Issues

1. In the event of a scanner failure, the Shift Commander will be notified. The Shift Commander will then notify the Facility Information Technology Staff (FITS), the Facility Maintenance Manager (FMM), and the CFSM. The cause of the failure is to be determined, and the scanner will be repaired or replaced. **If the scanner must be replaced, the Corrections Chief of Food Services Division/designee must be notified.**
2. The Corrections Officer, in the event of a scanner failure, will continue to **process inmates through the serving line by verifying inmate ID cards until** the completion of that meal period.

F. Reports

1. Reports generated by the MMS will be used to determine participation **or non-participation** for a particular day and meal.
2. There are **eight** types of reports within the MMS **for facility use**.
 - a. **Dining Hall Summary Report – it contains the details for each meal by each dining hall and by each meal for each day including a daily total. Selection criteria for the Dining Hall Summary Report is as follows:**
 - (1) **facility – based on user role;**
 - (2) **from and to dates; and**
 - (3) **report options – PDF or XLS.**
 - b. **Double Back Summary Report – it contains the total number of double backs by meals for the period of time selected, including a total. Selection criteria for the Double Back Summary Report is as follows:**
 - (1) **facility – based on user role;**
 - (2) **from and to dates; and**
 - (3) **report options – PDF or XLS.**
 - c. **Meal Scan by Meal and Dining Room Report – it contains the details for each meal by each dining hall and by each meal for each day including a daily total. Selection criteria for the Meal Scan by Meal and Dining Room Report is as follows:**

- (1) **facility – based on user role;**
 - (2) **date; and**
 - (3) **report options – PDF or XLS.**
- d. Meal Scan Details Report – it contains details for each inmate ID card scanned based on criteria selected. Report can be sorted up to four levels based on user preference. Selection criteria for the Meal Scan **Details** Report is as follows:
- (1) facility – based on user role;
 - (2) **from and to** dates;
 - (3) meal periods;
 - (4) meal scan codes;
 - (5) **by** inmate – optional; **and**
 - (6) **report options – PDF or XLS.**
- e. Meal Scan Double Backs **Report** – it contains details for double back scans based on criteria selected. Report can be sorted up to four levels based on user preference. Selection criteria for the Meal Scan Double Backs Report is as follows:
- (1) facility – based on user role;
 - (2) **from and to** dates;
 - (3) meal period;
 - (4) **by** inmate – optional; **and**
 - (5) **report options – PDF or XLS.**
- f. **Meal Scan Grand Totals Report** – **it contains the total details for each meal by dates selected and grand totals by each category code for each day; depending on the user role level, totals for more than one facility can be blended by date. Selection criteria for the Meal Scan Grand Totals Report is as follows:**
- (1) **facility – based on user role;**
 - (2) **from and to** dates; **and**
 - (3) **report options – PDF or XLS.**

- g. Meal Scan Summary **Report** – it contains total scans broken down by scan code **by selected facility's** meal periods along with daily totals based on **dates** selected. Selection criteria for the Meal Scan Summary Report is as follows:
 - (1) facility – based on user role; and/or
 - (2) **from and to** dates; **and**
 - (3) **report options – PDF or XLS.**
 - h. **No Scan In Last Seven Days** – it contains names of inmates located at the facility who have not scanned their ID cards in the past seven days. Selection criteria for this Report is as follows:
 - (1) facility – based on user role; and
 - (2) **report options – PDF or XLS.**
3. **There is one type of MMS report generated for Central Office and Administrators use.**

Meal Scan Details by Inmate Report – contains details for each inmate ID card scanned based on inmate number. Report can be sorted up to four levels based on user preference. Selection criteria for the Meal Scan Details by Inmate Report is as follows:

- a. **from and to dates – 12 month period only;**
- b. **facility;**
- c. **meal periods;**
- d. **dining rooms;**
- e. **current housing;**
- f. **type of scan; and**
- g. **report options – PDF or XLS.**

Active Managerial Controls - A proactive food safety management system designed with purposeful incorporation of specific actions or procedures into Food Services operations to attain control of the foodborne illness risk factors. It embodies a preventive rather than reactive approach to food safety through a continuous system of monitoring and verification.

Alternative Meal Service - A structured meal plan or menu regime, modified and certified by the Department Dietitian, to satisfy a request ordered by Department Security staff and approved by the Facility Manager as necessary to curtail harmful behaviors or actions of inmates in restrictive housing or restrictive housing alternatives.

Best Practice - A reproducible action or technique, identified by the Department, which consistently produces a quantitative or qualitative benefit.

Certified Food Employee - An individual trained *in safe food handling practices and sanitation principles who has shown proficiency of required knowledge through passing a test that is part of an accredited program administered by the Department in accordance with the Food Code to meet the requirements under the Pa. Code 46.1201 – Food Employee Certification Act Compliance.*

Clean - Visibly free of dirt/debris to sight and touch. Cleaning is the process of removing food and other soils from a surface, most often with a cleansing agent and water.

Corrections Chief of Food Services Division – *Corrections Chief of Food Services Division is responsible for planning, developing, implementing, directing, overseeing, and monitoring the Department-wide policies, guidelines, menus, diets, training, purchases, and procedures pertaining to the Food Services operations throughout the state correctional system. Corrections Chief of Food Services Division is also responsible for ensuring that services are provided at a level consistent with community standards through continuous quality improvement processes and coordinating services with other Department bureaus and state agencies. Corrections Chief of Food Services Division shall ensure compliance with state and federal laws as they pertain to food safety through networking with support services from applicable community, state, and federal agencies. Corrections Chief of Food Services Division is responsible for implementing Department policy DC-ADM 610, “Food Services Procedures Manual.”*

Corrections Food Service Instructor (CFSI) - *The CFSI is responsible for performing assigned daily food service tasks and duties through monitoring, instructing, assigning, and evaluating inmate workers employed in Food Services Department.*

Corrections Food Service Manager (CFSM) - *The CFSM is responsible for providing overall supervision and direction to all Food Services Department staff and inmates employed in Food Services. The CFSM is accountable to plan, direct, monitor, schedule, and coordinate the daily Food Services Department operations and functions within the facility.*

Corrections Food Service Supervisor (CFSS) - The CFSS is responsible for planning, monitoring, scheduling, and coordinating assigned daily food service shift tasks and duties. The CFSS accomplishes the job duties through supervision, instruction, assignment, and evaluation of CFSI and inmate workers employed in Food Services Department.

Corrective Action - The process of remedying a circumstance when it is discovered to be out of compliance.

Department Dietitian - A State Licensed Registered Dietitian who oversees nutritional standards for the Department. The Department Dietitian must have completed the minimum of a baccalaureate degree granted by a U.S. regionally accredited college or university, met current academic requirements (Didactic Program in Dietetics) as approved by *The Academy of Nutrition and Dietetics*, completed pre-professional experience accredited/approved by *The Academy of Nutrition and Dietetics*, successfully completed the Registration Examination for Dietitians via *The Academy of Nutrition and Dietetics*, Commission on Dietetic Registration criteria, and continued to accrue a minimum of 75 hours of approved continuing education every five years in an established structured portfolio. The Department Dietitian shall be licensed by the Pennsylvania Department of State, Bureau of Professional and Occupational Affairs as a Dietitian-Nutritionist (LDN).

DC-462 - Health Care Services form, entitled “Release from Responsibility for Medical Treatment.”

DC-465A - Health Care Services form, entitled “Therapeutic Diet Order.”

Diet Ordering Guide - A listing and brief description of the Department’s standard and commonly used non-standard therapeutic diets that may be prescribed by a physician, physician's assistant, nurse practitioner, dentist, or psychiatrist as necessary to treat a medical condition. Non-standard therapeutic diets require consultation with and approval of the Department Dietitian before implementation; standard therapeutic diets do not.

Documentation - A paper form or other method used for preserving information and data for future reference and inspection compliance.

Epidemiology Tray - A tray containing samples of the food items served at each meal. The purpose is to have a sample of each food served for laboratory testing in the event of a food borne illness outbreak claim or a manufacturer food product recall. Epidemiology trays are made at the end of regular mainline service and saved for a total of at least 72 hours after the meal is served.

Facility Menu - The menu at each facility that is provided for posting to inmate population and staff. The facility menu is prepared by the CFSSM and based upon the Master Menu Document and Master Menu Document Operating Guidelines.

Food Code - Recommendations of the United States Public Health Service – Food and Drug Administration. The Food Code consists of model requirements for safeguarding public health and assuring food is safe for human consumption and honestly presented to the consumer. The greatest emphasis is on preventing problems through education, production controls, and follow-up, rather than reacting to the results of a problem. The most important controls are time, temperature, and safe food handling practices. The Food Code incorporates a framework for the application of **Active Managerial Control** principles **used by the Department in their food safety program**.

Food Services Department - *The department that is responsible for implementing and providing the daily Food Services operations and functions at each facility.*

Food Services Division - *The division of the Department that serves as the Food Services Regulatory and oversees the Food Services operations and functions. The Corrections Chief of the Food Services Division is responsible for administration of this division.*

Food Thermometer - *An approved instrument used to measure the temperature of food products.*

Housekeeping - *Maintaining appropriate level of cleanliness and organization of general areas and structure (such as floors, walls, refuse, etc.).*

Hygiene - *The conditions and practices that serve to promote or preserve health, as those followed for personal hygiene.*

Mainline - *The serving line where general population inmates receive their meals, most often at the inmate dining hall.*

Manual Ware Washing - *The process of washing, rinsing, and sanitizing items by hand, most often in a sink (such as pots, pans, utensils, equipment, etc.).*

Master Menu Document - *The Department's Master Menu Document includes the Regular Master Menu and the Standard Therapeutic Diet Master Menus; these are standardized, four-week rotating cycle menus that establish nutritionally balanced meals that shall be served system wide in any given week according to the Master Menu Document Operating Guidelines. Other menu-based reference documents are also part of the Master Menu Document, such as menu options, the portion control/required products/ menu distribution chart, the Ramadan Menus, the No Animal Products Religious Diet Menu, the Kosher Religious Diet Menu, Holiday Menus, Finger Food Diet Menu included with the Standard Therapeutic Diet Master Menus, and Alternative Meal Service.*

Master Menu Document Operating Guidelines - *A list of directions used as an outline for guidance on implementing the Master Menu Document with structured flexibility and compliance.*

Meal Management System (MMS) - An electronic scanning device used to scan the bar code of a Department-issued inmate ID card at each meal served in the inmate dining room. The MMS is utilized to generate various summary reports from meal participation and non-participation in inmate dining rooms.

Pest Control Operator (PCO) - A professional individual who is licensed to apply pesticides. The PCO develops an integrated approach to pest management to solve and prevent problems with infestation and pest control.

Point of Service – Point of Service shall be considered a dining area service counter for the group service of meals or the destination point in the case of satellite service of meals to remote locations.

Record - The process of detailing specific information for documentation purposes.

Religious Diet - A standardized meal or menu plan modified and certified by the Department Dietitian to accommodate inmates as it relates to their sincerely held religious beliefs dietary requirements. An inmate must be approved to receive a Religious Diet.

Sanitize - The final step after an item or surface has been cleaned. Sanitizing is the process of reducing microorganisms on a clean surface to safe levels through the use of a chemical sanitizer approved for use in food service operations.

Therapeutic Diet - A specialized meal plan or menu regime that is generated and sanctioned by the Department Dietitian to satisfy a request ordered by a medical practitioner as necessary to treat a medical condition.

Time/Temperature Control for Food Safety (TCS) - A food or beverage that requires time/temperature control for safety to limit pathogenic microorganism growth or toxin formation.