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|---|---|-----------------------------|----------------------------|-------------------------------|--------------------|
|  | DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b>     | June 20, 2013                 | <b>Page 1 of 8</b> |
|   | <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>         | 2120.3C<br>September 24, 2012 |                    |
|   |   |                             | <b>OPI:</b>                | OPERATIONS                    |                    |
|   |   |                             | <b>REVIEW DATE:</b>        | June 20, 2014                 |                    |
|   |   |                             | <b>Approving Authority</b> | Thomas Faust<br>Director      |                    |
| <b>SUBJECT:</b>   |   | <b>FOOD SERVICE PROGRAM</b> |                            |                               |                    |
| <b>NUMBER:</b>  |   | <b>2120.3D</b>              |                            |                               |                    |
| <b>Attachments:</b>   |   | None                        |                            |                               |                    |

**SUMMARY OF CHANGES:**

| <b>Section</b>               | <b>Change</b>  |
|------------------------------|--|
| Change Notice 13-004         | <i>Change Notice CN-13-004, "Food Service Program" has been rescinded</i>                      |
|                              | <i>Major revisions were made throughout policy.</i>  |
|                              | <i>Sections 11-13 were deleted from "PS 2120.3C"</i>   |
| Attachments                  | <i>Attachments for policy contained in SOP 2120.3-13</i>                                       |
| Standard Operating Procedure | <i>All procedural information and attachments contained in the "Food Service SOP 2120.3-13</i> |

**APPROVED:**



**Thomas Faust, Director**

June 20, 2013

**Date Signed**

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|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 2 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

1. **PURPOSE AND SCOPE.** To establish policies for food service for inmates housed in the DC Department of Corrections' (DOC) Central Detention Facility (CDF) and the Corrections Corporation of America's (CCA) Correctional Treatment Facility (CTF) under contract with DOC.
2. **POLICY**
  - a. Food services operation for inmates/defendants shall comply with federal and local laws and regulations, accreditation standards, policies and procedures and best practices for health, dietary, life safety, security, and environmental safety and sanitation.
  - b. The food services contractor shall maintain American Correctional Association (ACA) Accreditation of the food service facilities at the CDF and CTF throughout the life of the contract.
3. **APPLICABILITY**
  - a. DOC contracts with a food service provider to manage and operate the food service program at the CDF and CTF.
  - b. This policy applies to DOC employees, contract food service employees and inmates confined at the CDF and CTF.
  - c. The Deputy Director for Management Support or designee is the Contract Administrator (CA). The Contract Administrator shall provide general administration of the contract, advising the Contracting Officer as to the contractor's compliance or non-compliance with the contract. The Contract Administrator shall ensure day-to-day monitoring and oversight of the contract to ensure the contractor and DOC conform to contractual requirements, responsibilities and authorities.
4. **PROGRAM OBJECTIVES.** The expected results of this program are:
  - a. DOC provides contractual administration of the food service program.
  - b. Inmates receive nutritionally balanced meals at regular times during each twenty-four (24) hour period and meals meet recommended dietary allowances and accommodate established therapeutic/medical and religious/special dietary needs.

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 3 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

- c. Food service areas, to include dining and food preparation areas and equipment, are regularly inspected with documented findings to ensure compliance with national and local health and safety codes.
- d. Potential risks are minimized through inmate and staff training in the use of equipment and safety procedures for an environmentally safe and sanitary food service operation.

## 5. NOTICE OF NON-DISCRIMINATION

- a. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code § 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

## 6. DIRECTIVES AFFECTED

### a. Directives Rescinded

- 1) PS 2120.3C Food Service Program (9/24/12)
- 2) CN-13-004 Food Service Program (02/11/13)

### b. Directives Referenced

- 1) SOP 2120.3-13 Food Service, Standard Operating Procedure
- 2) PS 2920.5 Emergency Response and Evacuation Plan
- 3) PS 2920.8 Environmental Safety and Sanitation Inspections
- 4) PS 3360.2 Employee Attire
- 5) PS 3700.2 Employee Training and Staff Development

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 4 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

- 6) PS 4030.1 Inmate Grievance Procedures (IGP)
- 7) PS 4210.2 Inmate Institutional Work Program
- 8) PS 5009.2 Searches of Inmates, Inmate Housing Units, Work and Program Areas
- 9) PS 5022.1 Tool Control
- 10) PS 5031.1 CDF Emergency Plan
- 11) PS 5320.1 Key Control
- 12) PM 6000.1 Medical Management
- 13) PS 7500.2 Facilities Maintenance

## 7. AUTHORITY

- a. D.C. Code § 24-211.02, Powers; promulgation of rules
- b. D.C. Code § 48-101 et seq., Food and Drugs Subtitle I, Food.
- c. DC Municipal Regulations Title 25A – Food and Food Operations
- d. The DOC Food Service Contract and all modifications and amendments, an agreement between the District of Columbia and the contractor, hereinafter referred to as “The Contract”.
- e. Food Code, Food and Drug Administration Food Code, US Dept. of Health and Human Services, Public Health Service, 2009, and the Supplement to the 2009 FDA Food Code, September 29, 2011.
- f. Applied Food Services Sanitation, Educational Foundation of the National Restaurant Association, 4<sup>th</sup> Edition.
- g. 45 C.F.R. 164.501 et.seq., Health Insurance Portability and Accountability Act of 1996 (HIPPA).

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 5 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

## 8. STANDARDS REFERENCED

- a. ACA, 4<sup>th</sup> Edition Performance-Based Standards for Adult Local Detention Facilities: 4-ALDF-2A-59, 4-ALDF-4A-03, 4-ALDF-4A-04, 4-ALDF-4A-05, and 4-ALDF-06 through 4-ALDF-4A-18.

## 9. MEAL SERVICE

- a. *Correctional Guidelines for Food Service*
  - 1) Inmates in segregation shall be served the same food as the general population, except when an alternative meal has been approved in accordance with this directive.
  - 2) All meals are served under direct staff supervision.
  - 3) Food shall not be used as a disciplinary measure. Food shall not be withheld, nor the standard menu varied, as a disciplinary sanction for any inmate.
  - 4) When an inmate uses food or food service equipment in a manner that is hazardous to self, staff, or other inmates, DOC shall provide alternative meals. Alternative meal service for safety considerations shall meet basic nutritional requirements.
  - 5) No food products shall be grown or produced in the DOC system.
- b. *Contractor*. The contractor shall provide food services to the inmate population at the CDF and CTF pursuant to the contractual agreement.
  - 1) *Alternative Meals Program*. Alternative meals shall be provided to meet therapeutic/medical diets, religious/special diets, snacks for diabetics and pregnant female inmates and bagged lunches for inmates who are in court or admitted into the facility during hours outside of the meal service schedule.
  - 2) *Bagged Meals*. The contractor shall only provide bagged meals to inmates who are in court or committed to the facility after the dinner hour, or when DOC approves based on emergency conditions. Bagged meals shall meet dietary requirements.
  - 3) *Therapeutic/Medical Diets*. The contractor shall provide therapeutic/medical meals based upon a written prescription from

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 6 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

appropriate medical and dental personnel. These diets shall conform as closely as possible to meals served to other inmates. Inmates cannot substitute religious diets or meals served during religious celebrations when prescribed to receive a therapeutic/medical diet.

- 4) *Religious Diets.* Religious/special diets shall conform as closely as possible to meals served to other inmates.
- 5) *Menu Planning*
  - a) The contractor shall develop and follow planned menus and menu schedules that comply with Recommended Dietary Allowances (RDA) and Dietary Guidelines.
  - b) The contractor shall develop menus and prepare meals in observance of holidays such as New Year Day, Martin Luther King, Jr. Day, Constitution Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Christmas and Eid (meal at the end of Ramadan).
  - c) The contractor shall use tested recipes and shall consider food flavor, texture, temperature, appearance and palatability in planning and preparations of meals.
  - d) A registered dietitian shall review the entire meal program at least annually for compliance with the recommended dietary allowance, nutritional adequacy of the menu and menu planning effectiveness.

## 10. PERSONNEL REQUIREMENTS

- a. Contractor
  - 1) *Staffing Levels.* The contractor shall provide adequate levels of certified and trained personnel pursuant to the approved staffing plan. A person who is experienced in food service management shall supervise food service operations.
  - 2) *Staffing Contingency Plan.* The contractor shall develop a contingency plan for providing food services in the event of staffing emergencies.
  - 3) *Medical Clearance.* The contractor shall maintain documentation of each contract employee's pre-employment and annual health examination that certifies that the individual is suitable to work in food services.

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 7 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

- 4) *Personal Protection Equipment.* The contractor shall ensure that all contract employees wear all required safety equipment.
  - 5) *Uniforms.* The contractor shall ensure all contract employees wear the approved uniform. Uniforms shall be clean, in good repair, shall fit appropriately for a correctional work environment and shall not be worn in such a manner that could cause them to become caught in machinery. Employee uniforms and employee civilian attire shall meet standards set forth in PS 3360.2, *Employee Attire.*
  - 6) *Employee Conduct and Security.* All employee conduct must comply with DC laws, DOC policies and related standards of conduct and security operations outlined in the contractual agreement and as subsequently updated.
  - 7) *Training.* The contractor shall document initial and on-going training and supervision to include safe handling, preparation and serving of food, and safety procedures for working in the food service department.
- b. *DOC*
- 1) *Pre-Employment Suitability.* A pre-employment background check and drug testing shall be conducted by DOC for each proposed contract employee.
  - 2) *Drug and Alcohol Screening.* The DOC shall conduct pre-employment and random mandatory drug and alcohol screening of contract employees.
  - 3) *Orientation and Annual Correctional Training.* Pursuant to PS 3700.2, *Employee Training and Staff Development*, the DOC shall provide Orientation and annual training for all contract food service employees who work in the CDF and CCA/CTF.
  - 4) *Accidents and Injuries.*
    - a) Pursuant to PS 6000.1 *Medical Management*, the DOC health care provider shall provide first response services to an injured or ill employee for the purpose of assessment, stabilization and referral to an outside provider.
    - b) The health care provider shall arrange for DC Fire and Emergency Medical Services (DCFEMS) to transfer a seriously injured/ill employee by ambulance to the nearest hospital.

|   |                             |                        |                               |                    |
|---|-----------------------------|------------------------|-------------------------------|--------------------|
| DISTRICT OF COLUMBIA<br>DEPARTMENT OF CORRECTIONS |                             | <b>EFFECTIVE DATE:</b> | June 20, 2013                 | <b>Page 8 of 8</b> |
| <b>POLICY AND PROCEDURE</b>                       |                             | <b>SUPERSEDES:</b>     | 2120.3C<br>September 24, 2012 |                    |
|   |                             | <b>REVIEW DATE:</b>    | June 20, 2014                 |                    |
| <b>SUBJECT:</b>                                   | <b>FOOD SERVICE PROGRAM</b> |                        |                               |                    |
| <b>NUMBER:</b>                                    | <b>2120.3D</b>              |                        |                               |                    |
| <b>Attachments:</b>                               | None                        |                        |                               |                    |

- c) The health care provider shall not be responsible for the ongoing medical management of an employee.

## 11. CONTRACT MONITORING

- a. *Meetings.* The contractor shall meet with the Contract Administrator and other designated DOC and CCA/CTF officials to address food service issues.
- b. *Reports.* The contractor shall maintain and submit a monthly billing statement, a monthly report, and self-audit documentation to the Contract Administrator.