



Virginia Department of Corrections

Facility Services and Work

Food Service Manual Chapter 2

Food Service Staff

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4/14/2025

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Date

REVIEW

The Director of Food Services will ensure that each Chapter of the Food Service Manual is reviewed annually and revised as necessary.

COMPLIANCE

The Food Service Manual is issued with the intent to pull together information from a variety of sources such as directives, operating procedures, regulations, and other mandatory requirements and applies to all Food Service activities in facilities operated by the Department of Corrections (DOC). Contract Food Service vendors must follow all provisions of the Food Service Manual within the specifications of their contract. This manual will not change requirements contained in any approved directive or operating procedure, but does contain specific operational details not included in other documents. Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, and DOC directives and operating procedures.

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DEFINITIONS

Communicable Disease - Illnesses that spread from one person to another or from an animal to a person. Some of the ways they may spread are through:

- Direct contact with a sick person
- Breathing in airborne viruses and bacteria
- Contact with a contaminated surface or object
- Bite from insects or animals that can transmit disease

This operating procedure is not inclusive of all infectious/communicable diseases. The Virginia Department of Corrections (DOC) has nursing and medical guidelines that guide in the treatment and care of inmates who have and/or are exposed to infectious diseases. DOC health care personnel in consultation with infectious disease practitioners, Virginia Department of Health, and recommendations from the Centers for Disease Control and Prevention provide care to include prevention, identification, surveillance, and treatment of infectious diseases.

ServSafe® - A training program from the National Restaurant Association and accredited by the American National Standards Institute - Conference for Food Protection for food service workers to learn to implement essential food safety practices and create a culture of food safety.

PURPOSE

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

PROCEDURE

- I. Food Service Staff
 - A. A full-time staff member, experienced in food service management, will supervise the food service operation within each facility. In major institutions, this person is the Food Operations Director; at smaller facilities, the person may be a Food Operations Manager Senior. This position is referred to in the Food Service Manual as the Food Operations Director/Manager.
 - B. Only staff members who are experienced in food service or who have a definite interest in and an aptitude for food service will be assigned to food service operations.
 - C. Inmates and Community Corrections Alternative Program (CCAP) probationers/parolees will be assigned based on skills, experience, interest, and facility need. The Food Operations Director/Manager will interview all inmates and CCAP probationers/parolees before they are assigned to food service and may recommend that an inmate or CCAP probationer/parolee not be assigned to food services.
 - D. Neither food supplies nor prepared food will be used as a reward for inmates or CCAP probationers/parolees who work in food services.
 - E. In accordance with the *Health Assessments and Monitoring* section below, all staff, inmates and CCAP probationers/parolees must be determined as medically and hygienically fit prior to assignment to the food service area and comply with personal hygiene standards.
 - F. The Food Operations Director/Manager or designee will conduct a daily visual inspection of food service staff, inmates or CCAP probationers/parolees, and other persons working in food service to monitor for health, cleanliness, and safety. (5-ACI-5C-11)
- II. Training
 - A. All staff assigned to food service will receive training in accordance with Operating Procedure 350.2, *Training and Development*.
 1. New staff must complete at least 40 hours of facility orientation training before undertaking their assignments.
 2. New staff must complete *Basic Skills for New Food Operations Supervisors* within the first 90 days of employment.
 3. It is a requirement of the DOC that all food service staff must be *ServSafe*® Certified and complete the *ServSafe*® Allergen training.
 - a. Re-certifying must be completed every five years, and the staff member must attend a 24-hour *ServSafe*® class to re-certify. The 24- hour *ServSafe*® recertifying class may be waived for *ServSafe*® Instructor/Proctors that are actively instructing at least one *ServSafe*® class per quarter. The Instructor/Proctor that is recertifying must abide by the regulations set forth by the National Restaurant Association when recertifying the *ServSafe*® certification.
 - b. *ServSafe*® Allergens recertification must be completed every three years online through the National Restaurant Association *ServSafe*® website. Passwords for the online training are available through the Food Service Unit located at Headquarters.
 - c. It is the responsibility of the Food Operations Director/Manager at each facility to ensure that staff are following this requirement and ensure that *ServSafe*® classes are available for staff.
 - d. New staff must be *ServSafe*® certified and complete the *ServSafe*® Allergen training within the

first six months of employment.

4. All staff must complete at least 40 hours of training annually.
 5. All staff must complete *Food Service In-Service* training, as required.
 6. Food Service Directors, Assistant Directors, and Food Operations Manager Seniors, must complete eight hours of leadership training per calendar year.
- B. Food service orientation to all new staff will be provided and documented on the first day of assignment to food services. Orientation will include:
1. A tour of the food services facilities, with training in the operation of power machinery for safety purposes.
 2. A thorough orientation in personal hygiene and work habits.
- C. Each new staff member will study the *Handbook for New Food Service Staff*; see Attachment 1.
- D. All staff, contractors, and inmate or CCAP probationer/parolee workers in food service must be trained in the use of food service equipment and in the safety procedures to be followed in the food service. (5-ACI-5C-10; 4-ACRS-4A-04-1)
- E. All inmates and CCAP probationers/parolees assigned to a food service operation will receive a general orientation during their first day of employment.
1. No inmate or CCAP probationer/parolee will operate moving equipment before training on the equipment has been completed and documented.
 2. Documentation of orientation is to be signed by the staff member and inmate or CCAP probationer/parolee.
 3. Inmates assigned to be a cook, baker, or prep cook must complete the *Food Service Inmate On-the-Job Training Handbook*, Attachment 4, within the first 30 working days of employment. The *Food Service Inmate On-the-Job Training Handbook* must be reviewed with the inmate by the Assistant Food Service Director or designee. A signed copy of the *Food Service Inmate On-the-Job Training Handbook* must be kept in the food service department to verify that the training was completed.
- F. All new Food Service Directors, Assistant Directors, Food Operations Manager Seniors, are required to complete a minimum of 80 hours of On-the-Job Training (OJT) within 30 working days of employment. Additionally, the Food Service Director/Assistant Director *On-the-Job Handbook* must be completed during this period; see Attachment 5, *Food Service Director/Assistant Director On-the-Job Training Handbook*.
1. Regional Food Service Field Directors will arrange for new Food Service Directors, Assistant Food Service Directors, and Food Operations Managers Seniors to train under an experienced Food Operations Director at nearby facility.
 2. Food Operations Directors/Managers will select an experienced Food Operations Supervisor to act as the trainer for new supervisors at the facility. The Food Operations Director/Manager or designee supervises the training.
 3. Food Operations Directors/Managers will select an experienced Food Operations Supervisor to act as the trainer for the new Supervisor at the facility.
 4. The *On-the-Job Training (OJT) Handbook* will be used for training and must be used to document the successful completion of each performance objective; see Attachment 2.
 - a. The *OJT Handbook* will be kept in the staff member's file maintained in the food service area.
 - b. The training will be completed within the first 30 working days of employment.
 - c. Once training is completed and properly documented, the staff member will be provided with a *Certificate of Completion*; see Attachment 3. A copy of the *Certificate of Completion* must be forwarded to the appropriate Regional Food Service Field Director and the Trainer for the

Headquarters Food Service Unit.

- G. Food operations staff will provide individual training to inmates and CCAP probationers/parolees assigned to food service on a continuous basis with assistance from the Regional Food Service Field Directors and Environmental Health Specialists, as needed.
- H. The Food Operations Director/Manager will maintain documentation regarding training received by staff and inmates and CCAP probationers/parolees.
- I. The Food Operations Director/Manager will manage inmate and CCAP probationer/parolee workers and maintain records as required by Operating Procedure 841.2, *Inmate Work Programs*.

III. Health Assessments and Monitoring

- A. This procedure provides for health protection for all staff and inmates and CCAP probationers/parolees in the facility, and provides for health protection for staff, contract staff, inmates, and CCAP probationers/parolees working in food service, including the following: (5-ACI-5C-11)
 - 1. All persons assigned to food service must receive a pre-assignment medical assessment to be determined as medically and hygienically fit. Additionally, a medical screening must be conducted after an illness or injury, and annual re-assessments conducted to ensure freedom from diarrhea, skin infections, and other illnesses transmissible by food or utensils. Each assessment must be documented on a *Medical Clearance for Food Handlers* FSM_F16.
 - 2. Food service staff complies with all sanitation and health codes enacted by state or local authorities. (4-ACRS-4A-04) When the facility's food services are provided by an outside agency or individual, the facility has written verification that the outside provider complies with the state and local regulations regarding food service.
- B. The Food Operations Director/Manager must under no circumstances employ inmates and CCAP probationers/parolees in food service without written documentation of:
 - 1. Pre-assignment assessment
 - 2. Medical clearance after illness or injury
- C. The Food Operations Director/Manager is responsible for ensuring that inmates and CCAP probationers/parolees have had a pre-assignment assessment prior to starting work and for scheduling their annual re-assessments.
- D. Routine testing will not be done for hepatitis A. Any inmate or CCAP probationer/parolee known to have a current hepatitis A infection will not be assigned as a food handler. Once tests show the infection has cleared, the inmate or CCAP probationer/parolee may be reconsidered for medical clearance.
- E. The *Medical Clearance for Food Handlers* FSM_F16 will be sent to the Food Operations Director/Manager. The medical department may keep a copy of inmate and CCAP probationer/parolee assessments in their files, if they wish. The form is not to be filed in the inmate's or CCAP probationer's/parolee's health record, as documentation will be in the progress notes. Copies of the medical assessment for staff may not be kept anywhere except the Food Operations Director/Manager and the staff medical file in Human Resources (optional).
- F. The Food Operations Director/Manager will continuously observe inmates and CCAP probationers/parolees for health problems that may cause contamination of food or transmission of disease and will refer for medical clearance any inmates and CCAP probationers/parolees suspected of having such problems.
- G. No staff, inmate, or CCAP probationer/parolee, while affected with a disease in a communicable form, or while a carrier of such disease, or while affected with boils, infected wounds, or an acute respiratory infection will work in any area of food service where there is likelihood of such person contaminating food or food contact surfaces with pathogenic organisms or transmitting disease to other individuals. All

staff, inmates, and CCAP probationers/parolees working in food service must review and sign the *Illness Reporting Agreement* FSM_F17 during food service orientation.

- H. No inmate or CCAP probationer/parolee can return to work in food service after an absence due to illness or injury until medical clearance is obtained from the facility's medical department in accordance with this procedure.
1. Health services staff will evaluate every inmate or CCAP probationer/parolee returning to work after an absence due to illness or injury to determine the likelihood of transmitting disease or contaminating food or food contact surfaces with pathogenic organisms.
 2. The after illness or injury assessment will be documented on the *Medical Clearance for Food Handlers* FSM_F16 and sent to the Food Operations Director/Manager.
- I. Any staff member having knowledge of a food service staff member, inmate, or CCAP probationer/parolee suspected of having a communicable disease must notify either the Food Operations Director/Manager or Facility Unit Head. The staff member, inmate, or CCAP probationer/parolee will subsequently be referred to the Physician or the facility's Nurse for medical evaluation and advisement.

IV. Personal Hygiene

- A. All persons working in food service areas will wear clean outer garments, maintain a high degree of personal cleanliness, and conform to hygienic practices while on duty.
- B. Facial hair will be kept short and groomed to remove loose hair and combed or brushed prior to engaging in food handling operations. Persons with facial hair are required to wear a facial hair net in the food service area.
- C. All food handlers are instructed to wash their hands upon reporting to duty, after using toilet facilities, and as often as necessary to remove soil and contamination. (5-ACI-5C-11) Toilet and wash basin facilities are available to food service staff, inmates, and CCAP probationers/parolees in the vicinity of the food preparation area. (5-ACI-2E-07; 4-ACRS-4A-08)
- D. Staff members will report any injuries such as cuts, burns, etc., to their Supervisor, who will evaluate the injury and arrange for prompt attention if needed.
- E. Food handlers will report any abnormal health conditions, such as head colds, sinus infections, sore throats, tonsillitis, bronchial or lung disorders, or intestinal disorders such as diarrhea to their Supervisor, who will evaluate the situation and see that appropriate action is taken.
- F. Each food worker (staff, inmate, or CCAP probationer/parolee) must immediately report to their Supervisor:
1. Any onset of the following symptoms, either while at work or outside of work, including the date of onset:
 - a. Diarrhea
 - b. Vomiting
 - c. Jaundice
 - d. Sore throat with fever
 - e. Infected cuts or wounds, or lesions containing pus (such as boils and infected wounds, however small) on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered.
 2. Whenever diagnosed as being ill with Norovirus, Salmonella (Typhi and Non-Typhoidal) shigellosis (*Shigella* spp. infection), *Escherichia coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A (hepatitis A virus infection).
 3. Future exposure to foodborne pathogens:
 - a. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, Salmonella

(Thyphi and Non-Typhoidal), shigellosis, *E. coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A.

- b. A household member diagnosed with Norovirus, Salmonella (Thyphi and Non-Typhoidal), shigellosis, illness due to. EHEC/STEC, or hepatitis A.
- c. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, Salmonella (Thyphi and Non-Typhoidal), shigellosis, *E. coli* 0157:H7 or other EHEC/STEC infection, or hepatitis A.

G. Each food worker (staff, inmate, or CCAP probationer/parolee) must comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified
2. Work restrictions or exclusions that are imposed
3. Good hygienic practices

H. No smoking or tobacco products are allowed in DOC facilities.

V. Authorized Apparel

A. Staff, inmates, and CCAP probationers/parolees are required to wear hair restraints, such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles. Under no circumstances will personal headgear, such as stocking caps or wool caps, be worn.

B. Staff, inmate, and CCAP probationer/parolee food service workers may wear clean personal, state-issued, or religious head coverings into the kitchen work area.

1. The staff member, inmate, or CCAP probationer/parolee must wear a hair net over their head covering while working.
2. All head coverings must fit securely on the head.

C. Only authorized clothing purchased from Virginia Correctional Enterprises in accordance with the *Authorized Food Service Uniforms* attachment to Operating Procedure 105.1, *Employee Uniforms* is to be worn by food service staff.

1. Food Operations Directors and Assistant Food Service Directors are allowed to wear personal clothing only if a chef lab coat with a DOC Public Safety First (DOCPSF) logo patch, is worn over the clothing. Directors and Assistant Directors may opt to wear the uniform.
2. Food Operations Supervisors will be issued six sets of uniforms, consisting of a white or black apron, black pants, and white or black shirts and one black jacket with liner. Uniforms and aprons must have a DOCPSF logo patch.
3. All staff will wear black baseball caps with the DOCPSF logo patch. Female staff members may substitute a hairnet for the cap.

D. Inmates and CCAP probationers/parolees will wear the facility issued white scrubs (or shirt and pants if available) and cap when working in the food service area.

E. Food service staff will report to duty in clean authorized wearing apparel.

F. The Food Operations Director/Manager or assigned Corrections Officer will ensure daily that all inmates and CCAP probationers/parolees comply with dress standards.

G. Inmates and CCAP probationers/parolees may wear either state issued or personal work boots or shoes, provided they are fully enclosed and in a good state of repair and cleanliness.

H. No food handlers may wear wrist watches or bracelets.

I. Rings, earrings, and a neck chain holding a medic alert or religious medallion may be worn by staff in the

food services department in accordance with requirements for Corrections Officers in Operating Procedure 105.1, *Employee Uniforms*.

1. This jewelry must not present a danger of becoming caught in machinery.
2. This applies to all staff in the food service area.

J. Inmates and CCAP probationers/parolees assigned to this area will wear only jewelry authorized by Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property*, i.e., wedding band and a neck chain, cord holding a medic alert, or religious medallion.

K. No sunglasses will be worn in the food service operation unless required for documented medical reasons.

VI. Emergency Staffing

A. In emergency situations, staff recruited for food preparation will use food handling procedures that are in keeping with safety and health regulations.

B. If it appears that emergency conditions will be in effect for an extended period, arrangements will be made to have the recruited emergency staff screened by health services staff.

REFERENCES

Operating Procedure 105.1, *Employee Uniforms*

Operating Procedure 350.2, *Training and Development*

Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property*

Operating Procedure 841.2, *Inmate Work Programs*

ATTACHMENTS

Attachment 1, *Handbook for New Food Service Staff*

Attachment 2, *On-the-Job Training (OJT) Handbook*

Attachment 3, *Certificate of Completion*

Attachment 4, *Food Service Inmate On-the-Job Training Handbook*

Attachment 5, *Food Service Director/Assistant Director On-the-Job Training Handbook*

FORM CITATIONS

Medical Clearance for Food Handlers FSM_F16

Illness Reporting Agreement FSM_F17