

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 1 of 6

Authority:
Commissioner

Originating Division:
Executive Division (Georgia
Correctional Industries - Food
and Farm Services)

Access Listing:
Level I: All Access

I. Introduction and Summary:

It is the policy of the Food and Farm Services Subdivision to establish and outline administrative, management, and security practices for food service operations to Rutland Cafeteria, State Offices-South, and other Georgia Department of Corrections (GDC) facilities where staff dining services are provided.

II. Authority:

A. O.C.G.A.: 42-2-11;

B. GDC Board Rule: 125-4-3.07;

C. GDC Standard Operating Procedures (SOPs): 409.04.13 Offender Workers and 409.04.26 Food Service Permits/Health Department Inspections; and

D. ACA Standards: 2-CO-4C-01, 1-CTA-3D-01, and 1-CTA-3D-02-1.

III. Definitions: None.

IV. Statement of Policy and Applicable Procedures: Staff dining services are provided to employees, visitors, and training participants at select GDC facilities. Staff dining operations are conducted by a combination of Georgia Correctional Industries (GCI) staff members, GDC staff members, and offender workers.

A. Food Service Permits: The Food Service Director is responsible for obtaining a Food Service Permit for each operation intending to prepare and service food, in accordance with GDC SOP 409.04.26 Food Service Permits/Health Department Inspections. A new facility must request a Food Service Permit at least 10 days prior to the facility's projected date of opening.

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 2 of 6

Authority:
Commissioner

Originating Division:
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B. Food Service Management and Staff:

1. **Supervision:** The Food Service Director is responsible for the direct supervision of the entire food service operation in each facility. Food Service Managers and Supervisors provide general supervision of the food service operation at each facility.
2. **Orientation:** The Food Service Director will ensure all new food service employees are provided the following:
 - a. A job description containing position responsibilities which shall be read and signed by employees.
 - b. A copy of the Food Services Policy and Procedure Manual pertaining to staff dining food service operations. New employees shall acknowledge that all policies were read by providing his or her signature;
 - c. General orientation of the food service area, an organizational chart, and any information concerning food service operations in the facility;
 - d. Clothing that is required to meet the dress code;
 - e. Information regarding safety, security, tool and key control, feeding and shift schedules, requests for leave, etc.; and
 - f. Any security training required by the individual facility.
3. **Staff Communication:**
 - a. **Staff Meetings:** The Food Service Director or his/her designee is responsible for communicating information to staff regarding the food service operation. The Food Service Director or his/her designee will

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 3 of 6

Authority:
Commissioner

Originating Division:
Executive Division (Georgia
Correctional Industries - Food
and Farm Services)

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conduct a monthly staff meeting for food service staff at each facility. Staff meetings should be used to update and review the following:

- i. Food preparation and presentation;
 - ii. Policies and procedures concerning state and federal rules and regulations on safety, sanitation, and personnel; and
 - iii. Changes to menus, recipes, inventory control, etc.
- b. Minutes: Minutes of meetings should be kept on file in the food service office. A suggested format for the meeting and minutes should include:
- i. Date and time of meeting;
 - ii. Personnel present;
 - iii. New business and old business;
 - iv. Training;
 - v. Vacancies and offender quotas;
 - vi. Physical plant and equipment; and
 - vii. Staff comments and areas of interest.
4. Uniforms and Attire:
- a. Items of dress for GCI employees shall be provided by GCI.

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 4 of 6

Authority:
Commissioner

Originating Division:
Executive Division (Georgia
Correctional Industries - Food
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- b. Items of dress for GDC employees are to be provided by Central Office Care and Custody. GDC shirts and jackets will require patches of the American Flag and departmental seal and shall be issued with items of clothing. Name bars and food service insignia are to be requested through the GDC Care and Custody Department.

5. Food Service Training:

- a. Training requirements: The Food Service Director/Manager in each feeding unit will provide all civilian staff the opportunity to attend three (3) levels of Food Service Training. Food Service Training shall include, but not be limited to, training concerning inmate dealings, use of equipment, operation of the Food Service Computer System, and food safety management. All three (3) levels of Food Service Training will be attended as soon as possible following date of hire. Level 1 training shall be completed within 90 days. Completion of all three (3) levels is recommended within two (2) years of hire date.
- b. Evaluations: A training evaluation shall be conducted by the Food Service Director/Manager or their designee at the end of all food service employees' first month to ensure training requirements have been met. Attachment 1, Training Progress Report of SOP 409.04.13 will be used to document and track this evaluation. This report shall be kept in the files of all food service employees.
- c. Training Update: Food and Farm Services Central Office will teach a Food Service Update class semi-annually at a minimum and a Food Service Development class annually at a minimum.
- d. Computer Training: The Food and Farm Services Central Office provides staff with Food Service Computer System training on an as needed basis. Each facility should have at least two (2) employees trained on the Food

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 5 of 6

Authority:
Commissioner

Originating Division:
Executive Division (Georgia
Correctional Industries - Food
and Farm Services)

Access Listing:
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Service Computer System. Food Service Computer System training will be offered by Food and Farm Services Central Office. Feeding facilities should contact the Food and Farm Services Central Office for scheduling of personnel. Costs incurred during training will be the responsibility of the feeding facility.

- e. Cost of Training: All travel expenses for Food Service Level Training will be incurred by staff training. All other travel expenses will be incurred by the individual facility.

6. Job Descriptions and Performance Evaluations:

- a. Copies of all job descriptions should be kept on file in a local food service filing area and should be reviewed by the Food Service Director annually. Job descriptions should be updated as necessary to reflect any changes in job duties or responsibilities.
- b. Performance evaluations will be managed and provided to employees via PeopleSoft/ePerformance Plus Software to ensure employees understand job responsibilities, expectations, and levels of performance. Evaluations are also intended to correct any deficiencies in employee performance. This tool can be used at any time to increase efficiency and productivity within the food service operation.

B. Offender Staff:

- 1. Correctional officers will provide direct supervision of offenders who work in Staff Dining.
- 2. Offenders will receive orientation and training for working in staff dining to include proper sanitation practices, safety, proper use of equipment and training in completing tasks specific to staff dining. A training evaluation will

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Dining Food Service Management

Policy Number: 409.04.29

Effective Date: 4/27/2021

Page Number: 6 of 6

Authority:
Commissioner

Originating Division:
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Correctional Industries - Food
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be conducted by the Food Service Director/Manager or their designee at the end of the offender's first month of work in staff dining, which will be documented using Attachment 1, Training Progress Report, from SOP 409.04.13 Offender Workers. This report shall be kept in the institutional file of all offender workers.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.