



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Correctional Services	Section: 507.1
Subject: Support Services	Topic: Food Services
Accreditation: 6VAC15-40-540, 6VAC15-40-545, 6VAC15-40-550, 6VAC15-40-560, 6VAC15-40-570, 6VAC15-40-580, 6VAC15-40-590	
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I. PURPOSE

The purpose of this General Order is to provide directives for food service management, Inmate Diet, Food Storage and Security at the Loudoun County Adult Detention Center.

II. POLICY

It shall be the policy of the Corrections Division to operate a cost efficient food service program which is in compliance with the Virginia Department of Health, The National Academy of Sciences (Recommended Dietary Allowances), Departmental General Orders and Standard Operating Procedures. The Virginia Department of Health shall conduct an inspection every twelve (12) months of the Food Service Area and a copy of the inspection shall be maintained on file with the Assistant Division Commander of Administration. Any violations of health codes shall be corrected as soon as possible and within the time limits determined by the Virginia Department of Health, it is the Assistant Division Commander of Administrations responsibility to verify all corrections have been made. The Virginia Department of Health must approve any exceptions, variances, or equivalencies in writing. In the instance of critical violations, written approval by the Health Inspector is required to continue operations of the Food Service Area. An up to date license or permit must be posted or otherwise made available for review. All Food Service Management records will be kept for a minimum of three (3) years.

The Assistant Division Commander of Administration shall ensure that the policies and procedures involving food service personnel and equipment meet the established safety and protection standards and requirements as set forth by the State Board of Health's rules and regulations, and the Department of Corrections. A designee shall be appointed by the Assistant Division Commander of Administration to perform the duties as the Food Services Manager. The Food Services Manager is responsible for the day-to-day operation of the Food Service Area. Food service equipment must meet the established safety and protection standards, and requirements set forth by the State Board of Health's Food Regulations (Part IV, Article 1). Squad supervisors shall verify that all Sheriff's Office policies and procedures related to food service operations are followed. All civilian, food service staff (Senior Cooks), employed by the ADC, and shall complete the ServSafe Program within one (1) year of employment. A registered dietician must review the menu every three (3) years.

No food shall be withheld as a disciplinary measure.

The County of Loudoun must maintain the fire suppression equipment located above the stoves and the overhead sprinkler system. To facilitate continued efficiency and reliability, a service contractor will inspect the system at least twice each year. The Loudoun County Department of Fire and Rescue Service Fire Marshal's Division will inspect the equipment annually. Results of the inspections must be kept on file. Food service employees; post deputies and Inmate Trustees shall be trained in accident prevention, the use of safety devices and the use of fire extinguishers.

III. PROCEDURE

A. Food Service Management

1. Squad supervisors will be responsible for overseeing all daily food service operations.
 - a. Squad supervisors will conduct daily inspections of the Food Service Areas. Results of the inspections will be recorded on the Facility Inspection Sheet and forwarded to the shift supervisor at the end of each shift.
2. The Food Services Manager will, along with Senior Cooks verify that:
 - a. Daily operations are in accordance with all Sheriff's Office policies and procedures, Virginia Department of Health Regulations, and the Department of Corrections Standards.
 - b. Menus are prepared seven (7) days in advance and records of meals served are kept on file for a period of three (3) years.
 - c. Meals are prepared and served at prescribed times.
 - d. All Inmate Trustees assigned to the kitchen are properly trained and supervised.
 - e. The safety, security, and sanitation requirements of the food service facility and equipment are met.
 - f. A monthly report stating the number of meals served, and the money collected from staff for meals will be forwarded to the Sheriff through the chain of command. A copy of this report will be filed with the Logistics and Services County Office for budgetary purposes.
 - g. The refrigeration temperatures are monitored and recorded every eight (8) hours.
 - h. Contact the Health Department to conduct its annual health inspection. A written report of this inspection and any corrections will be maintained on file with the Assistant Division Commander of Administration.

3. Duty Supervisors, in the absence of the Food Services Manager, will assume responsibility for the daily operations of the Food Service Area.
4. The Food Services Manager will verify that all Loudoun County budgeting, purchasing, and accounting practices are followed in the operation of Food Services.
 - a. The cost per meal will be determined at the end of each fiscal year.
 - b. Food will be purchased from the Virginia Distribution Center (VDC) and from wholesalers under contract with the County of Loudoun.

B. Meal Service

1. Inmates will be served three (3) meals a day, at least two (2) of which are hot meals within a twenty four (24)-hour period. No more than fourteen (14) hours may lapse between the serving of the evening meal and the breakfast meal.
2. To promote safety and maintain security, all meals are to be prepared, delivered, and served under the direct supervision of security staff. This eliminates the possibility of theft and/or food tampering while verifying that all inmates receive the appropriate servings established by the approved menu.
3. All inmates must consume their breakfast and lunch meal in their housing units. Each housing unit provides seating and table space for meals. During the dinner meal service all housing units shall be locked down prior to serving meals. General Housing unit's only, one (1) tear at a time will be unlocked, allowing the inmates to receive their food tray and return to their cell to consume it. Once they are locked down the Unit Deputy will proceed to the next tier. Maximum Security Units will remain locked down and served their trays while in their cell. Each inmate will be afforded thirty (30) minutes after meal service is completed to consume their meals in their entirety or the meal or any part left over will be disposed of.
4. Inmates who are on Administrative Segregation status will consume their meal in their assigned cell. Those inmates who have demonstrated destructive behavior and inmates on medical isolation are to be served on Styrofoam trays. Inmates that are on suicide watch or who demonstrate irrational behavior will be served finger food (may be eaten without the use of utensils).
5. Food service staff and confinement supervisor will supervise the service of meals by the Inmate Trustees assigned to the kitchen.
6. All Meal services will be documented on the duty post activity log in Central Control.
7. When food trays are ready, the deputy supervising the serving of the meal will call the Inmate Trustees to the kitchen to pick up the trays for delivery to the inmate

housing units. Once the food trays arrive at the housing unit the post deputy will supervise the serving of the food trays to the inmates assigned to that housing unit.

8. Trays with lids will be provided to maintain required temperatures. Trays that are cracked or damaged will not be used. They will be sent to the Food Services Manager for replacement.
9. The post deputy in each housing unit will verify that hot foods are served reasonably hot, and that cold foods are served reasonably cold. Any legitimate food related discrepancies or complaints are to be immediately addressed with the food service staff.
10. Although food is never to be withheld as a disciplinary action, security considerations may require a substitute meal or tray (such as finger food) in accordance with appropriate limitations. "Nutraloaf" may only be used as outlined below.

11. Diet Loaf Substitute Meal

- a) Diet Loaf (Nutraloaf) is to be used as a special management meal served to those inmates who have demonstrated significant behavioral issues. The intent of the Diet Loaf is not to punish, but to stop the specific behavior. The use of the Diet Loaf shall be determined on a case by case basis, based on health, security, and safety considerations.
- b) An inmate may be placed on the Diet Loaf for one of the following behaviors, however this list is not all encompassing:
 - Assault on a staff member or inmate with a sharpen utensil.
 - Throwing food items, utensils, cups, or trays.
 - Failure to return or properly dispose of uneaten food, drinks or food trays.
 - Making weapons
 - Improper disposal of human waste discharge or fluids (throwing urine or feces)
- c) Preparation of the Diet Loaf:
 - 1) Preparation of the Diet Loaf shall be prepared under the Senior Cooks supervision and shall not deviate from the recipe provided by the DOC Registered Dietician.
 - 2) When correctly prepared, each diet loaf contains 1250 calories, for a total of 2500 calories per day (1875 calories per day for diabetics). Refer to attachment A, Diet Loaf Preparation.
- d) Request for use of the Diet Loaf :

- 1) Any supervisor may submit a request for an inmate to be placed on the Diet Loaf based upon clear and convincing documentation that justifies the need for its use. The Diet Loaf should only be used with supporting documentation and when there are no lesser alternatives available.
- 2) The supervisor must submit a memo to the Assistant Division Commander of Confinement explaining the reason for the request in detail. All supporting documentation must be attached to this memo.
- 3) The Assistant Division Commander of Confinement will review all cases of such and will determine if the request is valid and has adequate supporting documentation. At this time, the Assistant Division Commander of Confinement will send a memorandum to the Medical Unit, Food Service Section, Classification, and inmate, notifying him or her that they have been placed on the Diet Loaf.
- 4) Before the Diet loaf can be served to an inmate, the inmate must be seen by medical to ensure there are no health concerns.
- 5) The first placement on the Diet Loaf will be for seventy two (72) hours, consisting of nine meals. Any subsequent violation during the initial seventy two (72) hours may result in a six day placement. At the end of each six day period, a regular meal is to be served for twenty four (24) hours and the inmate shall be re-evaluated by medical for any health concerns and must be re-approved by the Assistant Division Commander of Confinement.
- 6) Meals will be served in the following order:
 - a. Breakfast will be served between 0600 and 0630 hours.
 - b. Lunch will be served between 1030 and 1100 hours.
 - c. Dinner will be served between 1630 and 1700 hours. All meals will be consumed by the inmates in their assigned cells.
 - d. Night snacks will be served between the hours of 2000 – 2100.
- 7) Beverages will be served with each meal, or made available within the housing units.
- 8) Inmate Trusties will receive their meals after the rest of the inmate population is served. Inmate Trusties will be given the same portion size and same foods as all other inmates receive.
- 9) After meal service, post deputies will oversee the inmates while cleaning and stacking empty trays on the cart for pickup. The post deputy is responsible for verifying that all

trays are removed from the housing units. Condiment wrappers and other non-food items will be removed and discarded in the trash prior to stacking of the food trays.

10) All unused condiments will be discarded at the completion of each meal.

C. Sanitation Guidelines for Food Service Workers

1. Civilian employees will be required to undergo a pre-employment physical examination.
2. All food handlers must wash their hands upon reporting to duty and after any of the following:
 - a. Using the toilet.
 - b. Coughing, sneezing or using a tissue.
 - c. Handling soiled equipment or utensils.
 - d. Switching work between raw foods and ready to eat foods.
 - e. Coming into contact with any contaminant.
3. Food service employees and Inmate Trusties must maintain a high standard of personal hygiene and must:
 - a. Bathe and shave daily prior to going on duty. Inmate Trusties must shave at a minimum of three (3) times per week.
 - b. Wear clean uniforms each day.
 - c. Keep hands and fingernails clean.
 - d. Keep hair above the collar and neatly trimmed.
 - e. Neatly trimmed beard and must wear a beard net when handling or working around food.
 - f. Wear paper hats, hairnets, or baseball style hats in the kitchen area and while handling open containers of food.
 - g. Wear plastic gloves when handling food and during meal service.

D. Food Service Area Sanitation

1. Deputies and food service employees will see that Inmate Trustees immediately clean up any food and liquids spilled on the floor or walls.
2. Prior to closing the Food Service Area in the evening, squad supervisors will verify that all equipment, floors, and food preparation areas are thoroughly cleaned and ready for use the next day.
3. Soiled kitchen laundry will be sent to the laundry room each night.
4. Trash from the kitchen will be removed after each meal clean-up is complete.

E. Inmate Diets

1. Menus
 - a. Menus must be dated and made available for review by supervisory staff.
 - b. Menus must be followed as outlined.
 - c. Notations must be made and reasons given for any substitutions or changes in the meals served. Substitutions must, at a minimum, equal the nutritional value of the originally scheduled meal. Substitutions can be made only with the approval of the Food Services Manager or a supervisor.
2. Nutrition Evaluations
 - a. Evaluations must be completed each time there is a substantial change in the menu and/or food service contract.
 - b. In addition to nutritional considerations, every effort will be made to provide meals that are acceptable in flavor, texture, and appearance.
3. Special Medical Diets
 - a. Medical staff will provide the food service personnel and the Inmate Account Clerk a list of inmates on special diets prescribed by the Adult Detention Center physician or dentist.
 - b. Any such menu modification will be kept as simple as possible and conform as closely as possible to the meals provided to the general population.
 - c. When an inmate is prescribed a temporary special diet, medical staff must inform the food service personnel, through a written memorandum, of the type of diet as well as the beginning and ending dates of the diet.

- d. Medical staff will provide a list of items that should or should not be given to a particular inmate, based on the inmate's medical needs. Food service staff will use these lists as guidelines for special diet menu preparation.
 - e. When medical staff orders a night snack, food service staff will place each snack in a separate bag. Each bag will be labeled with the inmate's name and housing location. Assigned deputies are responsible for distributing the snacks to the appropriate inmates.
 - f. Post deputies will record the distribution of night snacks on the duty post activity log.
 - g. Upon receiving the list of inmates on special diets, the Inmate Account Clerk will update canteen food restrictions in his/her computer system.
 - h. The Inmate Account Clerk will give a "Restricted Canteen Order Form" to those inmates on special diets.
 - i. Should an inmate on a special diet order restricted canteen food item, those items will be denied by the Inmate Account Clerk.
4. Religious Diets
- a. A list of all inmates on medical or religious diets will be provided by the Classification Section and posted in the cook's office. The meals must be served accordingly, with no changes made by the food service personnel. Medical staff and the Classification Section will keep the lists current.
 - b. As determined by the Division Commander, special religious diets are to be provided for those inmates as necessary for reasonable religious requirements. The distribution of these meals will be logged and maintained on file by the Food Services Manager.
 - c. During the Booking, Classification process, and through the standard Inmate request form Inmates may state that they have a religious preference. Staff must be aware of special observance 15 days before by the Inmate to make notice 30 days prior to a religious holiday that may require special observance of meals (i.e. Ramadan)
 - d. Inmates must obey and/or may request removal from special religious diet if these guidelines set-forth by their religion are not met. If staff observe Inmates violating these guidelines or receive an Inmate request form stating that the Inmate request removal from the program the Deputy must submit an in-house incident report by the end of shift. The shift supervisor will then remove the Inmate from the special diet list.

- e. Inmates that require special religious diet that do not conform to the standard meal service times as a result of that religion will consume their meals away from others Inmates to prevent food items from being exchanged or given away.
- f. All food items not consumed by the Inmate, sporks, food wrappings, bags, and meal trays must be collected and accounted before the Inmate returns to population.

5. Vegetarian Diets

- a. Vegetarian Diets due to lifestyle preferences will not be honored.
- b. Exceptions to the vegetarian diet rule will be made only when:
 - 1) It is deemed necessary by medical staff.
 - 2) An inmate's religious beliefs require it.

F. Security

1. Before participating in the Inmate Trusty Program, all inmates assigned to food service must be screened and cleared by medical staff no more than thirty (30) days prior to assignment and quarterly thereafter. Each inmate shall be given a TB skin test prior to food service assignment, unless documented within a twelve (12) month period. If an inmate tests positive for TB, the inmate shall not be assigned to a food service position.
2. If any staff member learns that an Inmate Trusty has developed a medical condition that may affect their ability to safely perform their duties, a supervisor may relieve the Inmate Trusty of their duties until medical staff can review their condition. Medical staff will determine if and when the inmate may return to the Inmate Trusty Program. The supervisor making the decision for the removal must complete a memorandum directed to medical staff as to the reason for this action. A copy of this memorandum will also be forwarded to the Classification Section.
3. Inmate Trusties must be re-screened by medical staff quarterly, or at the direction of security staff. If at any time an Inmate Trusty is believed to have contracted or come into contact with, a communicable disease that inmate must be re-screened (refer to Commonwealth of Virginia Health Food Regulations 12VAC5-421-4040).
4. All kitchen doors leading into the Food Service Area must remain closed and locked. Any time the cook exits the Food Service Area, the office and the

secured storage closet door must be secured. At no time will any Inmate Trusty be allowed in the secured storage closet.

5. There will be no Inmate Trustees allowed in the Food Service Area unsupervised. Hallway Deputies will make periodic security checks of the Food Service Areas. These checks will be documented on the appropriate duty post activity log.
6. The outside loading dock door is to remain secured at all times, unless an armed deputy is posted outside the door for the purposes of deliveries.
7. Male and female Inmate Trustees will not be permitted to work together unless directly supervised by a deputy.
8. Food service Inmate Trustees are to remain in the Food Service Area during their entire tour of duty. At no time will the food service Inmate Trusty be allowed to leave the Food Service Area without permission from a deputy.

Food service Inmate Trustees will not be allowed in the Food Service Area when they are not working.

IV. DOC STANDARD

6VAC15-40-540: Standards for Food Service Equipment and Personnel

Written policy, procedure and practice shall ensure that the facility's food service equipment and personnel meet the established safety and protection standards and requirements as set forth by the State Board of Health's Food Regulations. The facility shall have a Virginia Department of Health (VDH) inspection conducted every twelve months. Written reports of the VDH inspection shall be on file with the facility administrator.

Compliance Documentation:

- Review written policy and procedures
- Review state health inspector's report (12 months requires review to be completed no later than the last day of the same month each year)
- Review license/permit
- Check documentation of medical screening of inmates prior to kitchen assignment

Any violations of health requirements are to be corrected as soon as practical and in accordance with time frames established by the authority having jurisdiction. Any exceptions, variances or equivalencies must be approved in writing by the appropriate authority. Consideration should be given to the development of a "tickler system" to ensure inspections are performed on schedule. Reports of these annual inspections and corrective actions are to be maintained on file. In the

instance of critical violations, written approval by the Health Inspector is required. The license/permit should be posted or otherwise made available for review. Measures to ensure personal hygiene are required by state and local health codes. Good personal hygiene habits reduce the possibility of contamination of food.

6VAC15-40-545: Standards for inmate food service workers.

Written policy, procedure, and practice shall ensure that a visual medical examination of each inmate assigned to food service occurs no more than 30 days prior to assignment and quarterly thereafter. Each inmate shall be given a TB skin test prior to food service assignment. Such tests shall be documented. If an inmate tests positive for TB, that inmate shall not be granted assignment to food service.

6VAC15-40-550: Food Service Program

Written policy, procedure and practice shall ensure a food service program that meets the following:

1. The menu meets the dietary allowances as stated in the Recommended Dietary Allowances, National Academy of Sciences
2. There is at least a one-week advance menu preparation
3. Modifications in menus are based on inmates' medical or reasonable religious requirements. Medical or dental diets shall be prescribed by the facility's medical authority.
4. RDA evaluation of facility menus shall be completed by an independent registered dietitian or certified nutritionist every three years; and
5. Additional evaluations shall be completed when a substantive change in the menu or food service provider occurs.

Compliance Documentation:

- Review written policy and procedures
- Review RDA evaluation of facility menus (evaluations must be completed by a registered dietician or other bonafide nutritional expert)
- Additional evaluations need to be completed each time there is a substantive change in menu and/or food service contract/caterer
- DOC institutional menus may be used by the facility in lieu of RDA evaluations
- Review all menus

Menus must be approved in writing by a registered dietician indicating they meet the Recommended Dietary Allowances of the National Academy of Science. This approval must be on file at the facility. Substantial changes in the menus require a new review be conducted. Special medical or religious diets are to be provided for specific health problems as identified by qualified health care personnel and those commonly recognized faiths as determined by the facility administration. The distribution of these meals should be documented and maintained on file.

6VAC15-40-560: Meals prepared, delivered, and served under direct supervision of staff.

Written policy, procedure, and practice shall ensure meals are prepared, delivered, and served under the direct supervision of staff.

6VAC15-40-570: Records of Meals Served

Written policy, procedure and practice shall ensure the records of meals served are kept a minimum of three years.

Compliance Documentation:

- Review written policy and procedure
- Check menus

Meal served must be kept on file for a minimum of three years (audit period). Included should be any substitutions and deviations from the established menu.

6VAC15-40-580: Food Service Program Not a Disciplinary Measure

Written policy, procedure and practice shall ensure food is not used as a disciplinary measure.

Compliance Documentation:

- Review written policy and procedures
- Interview staff/inmates

Although food is never to be withheld as a disciplinary action, security considerations may require a substitute meal (such as Nutra-loaf) in accordance with appropriate limitations and consistent with facility policy and procedure. A recipe for Nutra-loaf type meal is available through the Department of Corrections.

6VAC15-40-590: Number and Spacing of Meals

Written policy, procedure and practice shall provide for at least three meals daily with no more than 14 hours between evening meal and breakfast, and a minimum of 2 hot meals within every 24 hours.

Compliance Documentation:

- Review written policy and procedure
- Review documentation of times meals are served
- Interview staff/inmates

This General Order becomes effective September 23, 2016, and rescinds all previous rules and regulations pertaining to the subject.