

4.1 Food Service

Introduction

This U.S. Immigration and Customs Enforcement (ICE) Family Residential Standard ensures that residents are provided a nutritionally balanced diet that is prepared and presented in a sanitary and hygienic food service operation.

Various terms used in this standard may be defined in the ICE Family Residential Standard on *Definitions*.

Program Philosophy

The requirements of this standard must be implemented in accordance with the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes*.

A. Language Access and Disability Requirements

Centers will adhere to the language access and disability laws, regulations, responsibilities, requirements, and laws cited in the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes* and the ICE Family Residential Standard on *Disability Identification, Assessment, and Accommodation*. These requirements must be promulgated in all Center policies, practices, and operations and its themes must be fully incorporated into every Center activity. This is of critical importance and will directly impact resident life, health, and safety.

Expected Outcomes

The expected outcomes of this standard are as follows (specific requirements are defined in the Expected Practices section in this standard):

1. All residents will be provided nutritionally balanced diets that are reviewed at least quarterly by the Food Service Administrator (FSA) and reviewed and certified at least annually by a certified nutritionist or dietitian qualified to examine menus for both children and adults.
2. Residents, staff, and others will be protected from harm, and Center security and safety will be maintained, by the application of sound security practices in all aspects of food service and dining room operations.
3. Residents, staff, and others will be protected from injury and illness by adequate food service training and the application of sound safety and sanitation practices in all aspects of food service and dining room operations.
4. Dining room facilities and operating procedures will provide sufficient space and time for residents to eat meals in a relatively relaxed, unregimented atmosphere.

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5. Food service facilities and equipment will meet applicable federal, State and/or local governmental health and safety codes, and licensing requirements.
6. Residents, staff, and others will be protected from health hazards by advance medical screening and clearance before any resident is assigned to work in food service operations.
7. Food service areas will be inspected by food service staff and other assigned personnel on schedules determined by the FSA and Center Administrator, and in accordance with applicable policy requirements.
8. Staff will intermittently monitor uneaten/disposed of food and survey the residents to evaluate acceptance of the menu being served to all age groups.
9. Stored food goods will be maintained in accordance with required conditions and temperatures.
10. Food service personnel will provide nutritious and appetizing meals. Nutritional needs are diverse because of differences in age, activity, physical condition, gender, religious preference, and medical considerations. Food service personnel will accommodate the ethnic and religious diversity of the Center's resident population when developing menu cycles to the extent that is reasonably possible. Although each Center must meet all ICE/Enforcement and Removal Operations (ERO) Standards and follow required procedures, individuality in menu planning is encouraged.
11. Centers will develop dining hall rules of behavior and conduct that will be posted and enforced.
12. Therapeutic medical diets and supplemental food will be provided as prescribed by the Center's medical staff.
13. Special diets and ceremonial meals will be provided for residents whose religious beliefs require adherence to religious dietary laws.
14. Residents will receive a religious or special diet free of any personal cost.
15. Food never will be used for reward or punishment.

Standards Affected

This standard replaces the ICE Family Residential Standard on *Food Service* dated 12/21/2007.

Expected Practices

A. Administration

1. Food Services Administrator (FSA) or Equivalent

Centers will develop policies and procedures to ensure a safe environment for residents within the food service area. Center training staff will devise and provide appropriate training to all food service personnel.

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The food service program will be under the direct supervision of an experienced FSA who is responsible for the following:

- Planning, controlling, directing, and evaluating food service;
- Training and developing Cook Foremen (CF);
- Managing budget resources;
- Establishing standards of sanitation, safety, and security;
- Developing nutritionally adequate menus and evaluating residents' acceptance of them;
- Developing specifications for procurement of food, equipment, and supplies; and
- Establishing a training program that ensures operational efficiency and a high-quality food service program.

The food service department also will be staffed by one or more Cook Supervisors (CS) and CF, although the organizational structure may differ among Centers, particularly when food service is provided by a food service contractor. Therefore, references to the CS and CF in this standard describe typical duties for those positions, although the functions may be performed by others, depending on the organizational structure.

B. Security

1. Custody and Security

The Center's policies and procedures will address the following:

- Buildings or portions of buildings housing the food service department;
- All types of resident traffic in and out of the department;
- Resident behavior;
- Control of repairs;
- Control of utensils with a custodial hazard potential (e.g., knives, cleavers, saws, tableware);
- Official census;
- Area searches; and
- Any other matters having a direct or indirect bearing on custody and security.

The Center's training staff member will devise training curricula and provide appropriate training to all food service personnel in resident custodial and security issues. Among other topics, this training will cover ICE/ERO's current standards.

2. Knife Control

Centers will establish a system to control the use and storage of knives. Knives will be stored in a shadow-boarded, locked cabinet. The knife cabinet must be equipped with an approved locking device. The on-duty CF, under direct supervision of the CS, will maintain control of the key that locks the cabinet.

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Knives must be secured physically to workstations for appropriate secure usage. Residents must be under direct staff supervision at all times when using knives. Knives will be inventoried and stored in accordance with the ICE Family Residential Standard on *Tool Control*.

To be authorized for use in the food service department, a knife must have a steel tang through which a metal cable can be mounted. The Center's tool control staff member is responsible for mounting the cable to the knife through the steel tang.

The FSA/CS will monitor the condition of knives and other food service utensils, disposing of items not in good working order and ordering replacements. If a knife is misplaced or lost, then staff will notify the FSA and security staff immediately, and will hold residents who may have had access to the missing knife in the area until a thorough search is conducted. The responsible CS will provide the details of the loss in a written report to the administrator.

The knife cabinet will meet the tool-control standards of the federal Occupational Safety and Health Administration (OSHA), as well as any applicable state or local standards and site-specific standards developed by the Center.

3. Key Control

Keys will be inventoried and stored in accordance with the ICE Family Residential Standard on *Key and Lock Control*.

The control room staff member will issue keys only in exchange for a name chit from receiving staff. Under no circumstances will residents have access to Center keys.

The CS will return the keys to the control room before going off duty. At no time may anyone carry Center keys outside the Center.

4. Controlled Food Items/Hot Items

All Centers will have procedures for handling food items that pose a security threat.

Yeast and Yeast Products. All yeast must be stored in an area with no resident access, preferably in a locked metal yeast cabinet for which the food service department has only one key and a duplicate key is maintained by the designated key control staff. The locked yeast cabinet will be maintained in a secure area.

Until the yeast is thoroughly incorporated as an ingredient in a food item being prepared, only one member of the food service staff, closely supervised, may handle and dispense it.

Staff will keep a record of the yeast inventory (in pounds and ounces), indicating quantity of receipt and issue, balance on hand, and the record-keeper's initials.

Other Food Items. Mace, nutmeg, cloves, sugar, and alcohol-based flavorings also require special handling and storage.

The purchase order for any of these items will specify the special-handling requirements for delivery.

Staff will store and inventory these items in a secure area in the food service department.

Staff will supervise use of these items directly.

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C. Resident Workers

1. Resident Workforce

Residents may volunteer for work in accordance with the ICE Family Residential Standard on *Voluntary Work Program*. The number of residents assigned to the food service department will be based on a quota developed by the FSA and approved by the Center Administrator. The quota will provide staffing according to actual needs, and will eliminate any bias toward over- or understaffing.

Centers will designate a space for storing resident workers' belongings while the workers are in the food service area. This area will be separated from where food is prepared, stored, and served, and where utensils are washed and stored.

2. Resident Job Descriptions

The FSA will review resident job descriptions annually to ensure accuracy and specific requirements. Before starting work in the department, the resident will sign for receipt of the applicable job description. A copy of the resident's job description will remain on file for as long as the resident remains assigned to the food service department.

3. Resident Orientation and Training

To ensure a quality food service program and instill good work habits, each CS will instruct newly assigned resident workers in the rules and procedures of the food service department. During the orientation and training session(s), the CS will explain and demonstrate safe work practices and methods, and will identify the safety features of individual products and equipment.

Training also will include workplace-hazard recognition and deterrence, including the safe handling of hazardous materials. Residents will learn to use and understand protective devices and clothing and to report any malfunctions or other safety-related problems to their supervisors.

The CS must document all training in each resident's file.

4. Resident Work Hours and Pay

Resident volunteers will work and be paid in accordance with the ICE Family Residential Standard on *Voluntary Work Program*.

5. Meals for Food Service Workers

The FSA will establish the meal schedules for resident food service workers.

Resident workers will receive the same fare as other residents. The CS will not allow residents to prepare "special" dishes or condiments for their own or other residents' consumption.

Resident workers assigned to the staff dining room may be allowed to eat in that area. All others will eat in the main dining room, or, if the Center has no main dining room, the FSA will designate an area for workers to eat.

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D. Food Service Dining Room/Satellite Meals Operations

1. General Policy

Ordinarily, residents will be served three meals every day, at least two of which will be hot meals; however, the Center Administrator may approve variations in the food service schedule during religious and civic holidays, provided that basic nutritional goals are met. The dining room schedule must allow no more than 14 hours between the evening meal and breakfast. Meals always will be prepared, delivered, and served under staff (or contractor) supervision.

Clean, potable drinking water must be available at all times.

Minimum meal times will be at least 30 minutes and will be limited only as necessary to ensure the safe and orderly operations of the Center. Meals will be served in as unregimented a manner as possible, consistent with appropriate and posted rules. The FSA's table arrangement should facilitate ease of movement and ready supervision.

2. Display and Service

The following procedures apply to the display, service, and transportation of food to main and satellite food service areas.

Before and during the meal, the CS in charge will inspect the food service line to ensure:

- All menu items are ready for consumption;
- Food is presented appropriately; and
- Sanitary guidelines are observed, with hot foods maintained at a temperature of at least 140 degrees Fahrenheit (F) (120 degrees F in food trays) and foods that require refrigeration maintained at 41 degrees F or below.

Every open food item and beverage will be protected from contaminants by easily cleaned sneeze-guards, cabinets, display cases, or other such equipment.

Servers must wear food-grade plastic gloves and hair nets whenever there is direct contact with a food or beverage. Servers must use tongs, forks, spoons, ladles, or other such utensils to serve any food or beverage. Serving food without use of utensils is strictly prohibited.

Servers will use scoops, tongs, or other approved utensils when handling or dispensing ice for consumption. The FSA will consider the practicability of purchasing automatic ice-dispensing equipment.

Utensils will be sanitized:

- As often as necessary to prevent cross-contamination and other food-handling hazards during food preparation and service;
- After every food preparation/service session; and
- Again, if necessary, immediately before being used.

Sugar, condiments, seasonings, and dressings available for self-service will be provided in individual packages, closed dispensers, or automated condiment-dispensing systems. Salad

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dressings may be served in open containers if the serving ladle extends beyond the top edge of the container.

If the Center does not have sufficient equipment to maintain the minimum or maximum temperature required for food safety, then the affected items (e.g., salad bar staples such as lettuce, meat, eggs, cheese) must be removed and discarded after two hours at room temperature.

Food will be delivered from one place to another in covered containers. These may be individual containers, such as pots with lids, or larger conveyances that can move objects in bulk, such as enclosed, satellite-meal carts.

In any Center, if food carts are delivered to housing units by residents, then they must be locked unless they are under constant supervision of staff.

All food-safety procedures (e.g., sanitation, safe-handling, storage) apply without exception to food in transit.

Soiled equipment and utensils must be transported to the appropriate receptacles in closed containers.

A member of the food service staff will oversee the loading of satellite-meal carts. Staff will inspect all food carts before allowing their removal from the food service area.

3. Dining Room Workers

Centers will assign a supervisor to be responsible for ensuring the dining room is maintained in a sanitary and safe condition.

The CF in charge will train dining room workers in the requirements of the job, including how to perform specific tasks. A basic task common to all dining room workers is to keep the tables and floors clean during the meal service. Once the meal service is finished and the residents have left the room, the workers can undertake major cleaning tasks.

4. Posted Rules and Enforcement

Posted rules will be clear and concise and will address:

- Whether food can be removed from the dining area; and
- That parents/guardians will supervise their children at all times.

5. Serving Lines

The serving counter will be designed and constructed to separate and insulate hot foods from cold foods. A transparent “sneeze guard” is required. Serving lines will be constructed in a manner that allows residents to view and choose from various selections.

6. Salad Bars and Hot Bars

Food items at salad bars and hot bars will be arranged for logical and efficient service. A transparent “sneeze guard” is required.

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7. Beverage Counter/Bar

Self-service beverage-and-ice stations will be designed for quick and easy access. These stations will be designed for sanitary and efficient service, including traffic flow.

8. Staff Dining Room

The FSA will have authority over the staff dining room. The staff dining room will offer the same food items as the resident dining room.

9. Meal Tickets

The Center may establish a meal ticket program for staff and guests. ICE/ERO staff and contractors are prohibited from receiving free Center meals.

Examples of persons who may receive Center meals free of charge include advisors, guest speakers, technicians/others rendering a service without charge, equipment demonstrators, athletic teams, entertainers, foreign visitors, volunteers, and others whose service to the Center is in the best interest of the government.

Individuals receiving government reimbursement for their services (e.g., contract employees, *per diem*-status personnel) are ineligible for guest meals provided free of charge.

E. Menu Planning

1. General Policy

The FSA will base menu selections on the best nutritional program the Center can afford while meeting U.S. minimum daily allowances for all age groups housed at the Center. The ICE/ERO standard menu cycle is 35 days.

The food service program significantly influences morale and attitudes of residents and staff, and creates a climate for good public relations between the Center and the community.

The overall goal of a quality food service program is to provide nutritious and appetizing meals efficiently and within constraints of the existing budget, personnel resources, equipment, and physical layout of the Center. Nutritional needs are diverse because of differences in age, activity, physical condition, gender, religious preference, and medical considerations.

The FSA will accommodate the ethnic and religious diversity of the Center's resident population when developing menu cycles. While each Center must meet all ICE/ERO Standards and follow required procedures, individuality in menu planning is encouraged. Centers geographically near one another will consider the benefits of coordinating their menus and the cost reductions to be achieved through joint purchasing.

The FSA is solely responsible for food service program planning and resource allocation and use. Staff will conduct quarterly resident food surveys, to include preferences, quality, quantity, and comment cards. Staff will also look for trends in uneaten/disposed of food and report to the FSA as needed. Based on these results, the FSA will modify menus when possible.

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2. Nutritional Analysis

A registered dietitian with experience in both adult and pediatric nutrition will conduct a complete nutritional analysis that meets U.S. Recommended Daily Allowances (RDA), at least yearly, of every master-cycle menu planned by the FSA. The dietitian must certify menus before they are incorporated into the food service program. If necessary, the FSA will modify the menu in response to the nutritional analysis to ensure nutritional adequacy. In such cases, the menu will be revised and re-certified by the registered dietitian.

If the master-cycle menus change more than five percent during the year, then the cycle will be reevaluated to ensure nutritional values are maintained.

F. Food Preparation

1. General Policy

The CS or equivalent is responsible for ensuring that all items on the master-cycle menu are prepared and presented according to approved recipes. This responsibility includes assessing the availability and condition of ingredients required by particular recipes, and communicating supply needs to the FSA. For this reason, the CS will review upcoming menu items as far in advance as possible.

The CS or equivalent has the authority to change menu items when necessary. Every such change or substitution must be documented and forwarded to the FSA. The CS will exercise this menu-changing authority as infrequently as possible.

2. Preparation Guidelines

Food will be prepared with minimal manual contact. Food service workers will wash fruits and vegetables thoroughly with fresh water before cooking or serving raw.

A worker will test-taste with a clean fork or spoon only; using a soiled food preparation utensil is prohibited. Test-tasting utensils, unless disposable, must be washed after every usage. Disposable test-tasting utensils will be discarded after a single use.

Any food cooked at a lower temperature than provided below constitutes a food safety hazard and will not be served. Food service staff and resident workers involved in cooking will ensure that the following foods are cooked at the required temperatures:

- Raw eggs, fish, meat, and foods containing these items—145 degrees F or higher;
- Game animals, comminuted (ground) fish and meats, injected meats, and eggs not intended for immediate consumption—155 degrees F or higher;
- Stuffing containing fish, meat, or poultry—165 degrees F or higher; and
- Roast beef and corned beef—145 degrees F or higher.

Potentially hazardous foods that have been cooked and then refrigerated will be reheated quickly and thoroughly at a minimum of 165 degrees F before being served. Steam tables, warmers, and similar hot food-holding equipment are prohibited for the rapid reheating of these foods.

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After being reheated at 165 degrees F, the food may be maintained at 140 degrees F on a heated steam line or equivalent warming equipment.

The Center will obtain pasteurized milk and milk products from approved suppliers only. Manufactured milk products will meet Federal standards for quality.

The Center may use reconstituted dry milk and dry milk products for cooking and baking purposes, in instant desserts, and in whipped items. If reconstituted in-house, then the dry milk and milk products will be used for cooking purposes only. Powdered milk reconstituted in an approved milk-dispensing machine or “mechanical cow” may be used for drinking purposes. To ensure wholesomeness, an approved laboratory will test milk produced in the mechanical cow twice monthly for the presence of bacteria. The mechanical cow will be disassembled, cleaned, and sanitized before and after each use.

Powdered milkshake or ice cream mix, reconstituted in an approved ice cream machine, may be used. An approved laboratory will test dairy-based products produced in the machine for the presence of bacteria monthly. The ice cream machine will be disassembled, cleaned, and sanitized before and after each use.

Liquid, frozen, and dry eggs and egg products are pasteurized at temperatures high enough to destroy pathogenic organisms that might be present; however, because of the possibility of contamination or recontamination after opening, thawing, or reconstitution, these products will be used primarily in cooking and baking, and will be served only once before being discarded if served as a stand-alone dish.

Nondairy creaming, whitening, or whipping agents may be reconstituted in-house only if immediately stored in sanitized, covered containers not larger than 1 gallon, and cooled to 41 degrees F or lower within 4 hours of preparation.

The CF will use thermometers to ensure the attainment and maintenance of proper internal cooking, holding, or refrigeration temperatures of all potentially hazardous foods.

To prevent cross-contamination, separate cutting boards must be used for raw and cooked foods. The cutting boards must be washed, rinsed, and sanitized between every use.

The FSA may require use of color-coded cutting boards, which reduce the risk of cross-contamination during food preparation.

3. Food Cooling

Potentially hazardous food must be cooled from 140 degrees to 70 degrees F within 2 hours of cooking, and from 70 degrees to 41 degrees F or below within 4 hours. Foods prepared from ingredients at ambient temperature, such as reconstituted foods and canned tuna, must be cooled to 41 degrees F within 2 hours of cooking/preparation.

The food service department can meet time-and-temperature requirements for cooling by using any or all of the following techniques, which expedite cooling:

- Placing the food in shallow pans;
- Separating food into smaller or thinner portions;

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- Using rapid cooling equipment;
- Stirring the food in a container placed in an ice water bath;
- Using containers that facilitate heat transfer;
- Adding ice as an ingredient; or
- Using a commercial blast-chiller.

During cooling, the food containers will be arranged in cooling or cold-holding equipment in a way that maximizes heat transfer through the walls of the containers.

Food protected from overhead contamination may be left uncovered during the cooling period. If the risk of overhead contamination exists, then the food must be covered loosely to facilitate heat transfer from the surface of the food.

4. Food Thawing

The allowed periods for thawing include the time that the food is thawed, the time to prepare food for cooking, and the time it takes under refrigeration to cool the food to 41 degrees F. Potentially hazardous food will be thawed by any or all of the following methods:

- Under refrigeration that maintains the food at 41 degrees F or below;
- Submerged in running water;
- At a water temperature of 70 degrees F or below;
- With sufficient water velocity to agitate and float off loose particles in an overflow;
- For a period that does not allow thawed portions of ready-to-eat or raw animal foods to rise above 41 degrees F; or
- For a period that does not allow any portion of raw meat to be thawed for more than 4 hours prior to being cooked.

The allowed periods for thawing include the time the food is exposed to the running water, the time to prepare food for cooking, and/or the time it takes under refrigeration to cool the food to 41 degrees F; or as part of a cooking process, provided there is continuous cooking throughout the process.

5. Food Protection—General Requirements

Food and ice will be protected from dust, insects, rodents, unclean utensils and work surfaces, unnecessary handling, coughs and sneezes, flooding, drainage, overhead leakage, and other sources of contamination. Protection will be continuous, whether the food is in storage, in preparation, on display, or in transit.

All food storage units must be equipped with accurate easy-to-read thermometers. New heating and/or refrigeration equipment purchases will include a zone-type thermometer with temperature graduations. Refrigeration equipment will be designed and operated to maintain a temperature of 41 degrees F or below.

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6. Hermetically Sealed Foods

Canned food that has abnormal color, taste, or appearance, or that is contained in cans that show abnormalities such as bulging at ends, swelling, or leakage, will not be served. Unsuitable canned food will be surveyed, reported, and destroyed.

7. Potentially Hazardous Foods

Potentially hazardous foods are those foods that provide a good medium for bacteria growth. They include any perishable food that consists in whole or part of milk, milk products, eggs, meat, poultry, fish or shellfish, or other high-protein foods.

Potentially hazardous foods will be prepared with minimal manual contact. Such products will be prepared from chilled ingredients whenever feasible. The surfaces of equipment, containers, cutting boards, and utensils used for preparation and subsequent storage of potentially hazardous food will be cleaned effectively after each use.

Potentially hazardous food will be prepared as close to serving time as practicable. Potentially hazardous raw frozen food will be cooked from the frozen state whenever practical. Tempering will be accomplished by refrigeration at 40 degrees F or below, or with potable running water at 70 degrees F or below. The potable water technique may be used only if the product is sealed in its original container. At no time will potentially hazardous food thaw at room temperature.

All precooked, potentially hazardous, refrigerated, or frozen food intended for reheating shall be heated rapidly to a temperature above 165 degrees F.

8. Leftovers

Prepared food items that have not been placed on the serving line may be retained for no more than 24 hours. Leftovers offered for service a second time will not be retained for later use, but will be discarded immediately after offering. In addition, any time leftovers cannot be maintained at the minimum or maximum temperature required for food safety, they will be discarded after 2 hours at room temperature. All leftovers will be labeled to identify the product, preparation date, and time.

G. Religious/Special Diets

1. General Policy

All Centers will provide residents requesting a religious diet a reasonable and equitable opportunity to observe their religious dietary practice, by offering a common fare menu. "Common fare" refers to a no-flesh protein option provided whenever an entrée containing flesh is offered as part of a meal. Likewise, a common fare meal offers vegetables, starches, and other foods that are not seasoned with flesh. This menu is designed as the foundation from which modifications can be made to accommodate the religious diets of various faiths.

Information about the availability of religious and special diets will be provided to residents in a language or manner that they can understand. To participate in the common fare program, a resident will initiate an "Authorization for Common Fare Participation" form, or its equivalent, (Appendix 4.1.A) for consideration by the Chaplain, Religious Services Coordinator (RSC), or FSA. On the form, the resident will provide a written statement articulating the religious motivation for participation in the common fare program. Oral interpretation or written assistance will be

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provided to illiterate or LEP residents as necessary in completing this form. If participation is approved, then the Chaplain, RSC or FSA will forward a copy of the form for inclusion in the resident's file.

Common fare diets will be kept simple, and as similar to the food served on the main line as possible.

Although the Center Administrator has authority to remove and reinstate residents' participating in the program, ordinarily this authority is delegated to the Chaplain or RSC. When considering denying a request by a [resident] to participate in the religious diet program, or removal of a [resident] from the religious diet program, the Center Administrator, or his/her designee, shall consult with the local FOD prior to denying the request or prior to removing a [resident] from the program.

Residents whose religious beliefs require adherence to particular dietary laws or generally accepted religious guidelines and practices will be referred to the Chaplain or RSC. The Chaplain or RSC will verify the religious diet requirement by reviewing files and consulting with religious representatives and the ICE National Religious Services Coordinator, as necessary. In the case of an unorthodox request, the Chaplain or RSC is encouraged to consult established clergy contacts in the community to determine whether a request pertaining to a particular faith is appropriate and/or a request that is common in the religion but not previously experienced by the Center. Centers may employ different mechanisms to determine if a resident's request should be granted; however, the determination may not impose a substantial burden on a [resident]'s religious exercise or necessitate lengthy questionnaires or numerous interviews or amount to a religious test based on knowledge of strict religious dogma. Response to the request for a religious diet must be provided in a timely manner and documented. Absent an articulable reason to deny the request, the presumption must be that the [resident]'s request constitutes a legitimate exercise of religious belief and practice. The Chaplain or RSC and FSA shall issue specific written instructions for the implementation of the diet as soon as practicable and within 10 business days of verification.

Once a religious diet has been approved, the FSA will issue, in duplicate, a special-diet identification card.

This special-diet identification card will contain the following information:

- Resident name and alien number (A-number);
- Type of religious diet prescribed;
- Expiration date; and
- Signature of the RSC/Chaplain and FSA.

The FSA will contact the appropriate individual or department to obtain a photo of the resident and will attach the photo to the identification card. The FSA will ensure that the food service department receives one copy of the special-diet identification card. The second identification card will be issued to the resident who, at every meal, must present the card to the CS on duty. The second copy of the consultation sheet will be filed in the resident's file.

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Residents are required to present the card at each meal to receive their specified diet. Any time a resident on a religious diet refuses a meal and/or accepts the regular mainline meal in place of the religious meal, the cook on duty will notify the FSA in writing.

2. Standard Common Fare Menu (Religious Diet)

Common fare is intended to accommodate residents whose religious dietary needs cannot be met on the mainline. The common fare menu is based on a 14-day cycle, with special menus for the 10 Federal holidays. The menus must be certified by the FSA as exceeding minimum daily nutritional requirements and meeting RDAs. Beverages will be selected from the regular menu.

3. Changes to the Standard Common Fare Menu

Modifications to the standard common fare menu may be made at the local level for various reasons. For example, seasonal variations affect the availability of fresh produce in different locations, making menu modifications inevitable. Modifications also may be made to meet the requirements of various faith groups (e.g., for the inclusion of kosher and/or halal flesh-food options).

With the Center Administrator's concurrence, the FSA may make temporary, nutritionally equal substitutions for fresh seasonal produce that violates no religious dietary requirements. The Chaplain or local religious representatives will be consulted if technical questions arise. The Chaplain will escort other clergy to the common fare preparation area for frequent, random monitoring of compliance with religious dietary requirements.

4. Hot Entree Availability

To the extent practicable, a hot flesh-food entree will be available to accommodate residents' religious dietary needs. Hot entrees will be offered daily and will be purchased, prepared, and served in a manner that does not violate the religious requirements of any faith group.

5. Religious Dietary Requirements

With the exception of fresh fruits and vegetables, the Center's halal and kosher-food frozen entrees will be purchased precooked in a sealed container, heated, and served hot. Other halal and kosher-food purchases will be fully prepared, ready-to-use, and bearing the symbol of a recognized halal or kosher-certification agency. Any item containing pork or a pork product is prohibited. Only bread and margarine labeled "pareve" or "parve" will be purchased for the kosher tray.

Plates and Utensils. Halal and kosher trays will be served with disposable plates and utensils, except when a supply of reusable plates and utensils has been set aside for halal or kosher-food service only. Separate cutting boards, knives, food scoops, food inserts, and other such tools, appliances, and utensils will be used to prepare kosher foods, and will be identified accordingly. Separate cutting boards, knives, food scoops, food inserts, and other such tools, appliances, and utensils will be used to prepare halal foods, and will be identified accordingly. Meat and dairy food items and the service utensils used with each group will be stored in areas separate from each other. A separate dishpan will be provided for cleaning these items, if a separate or three-compartment sink is not available.

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Staff will train and supervise all resident food service workers involved in halal and kosher food preparation.

The RSC or Chaplain will escort visiting clergy to the preparation area for frequent, irregularly scheduled monitoring for compliance of religious dietary requirements. All visits will be documented or logged.

Centers will confirm and accommodate the resident's religious dietary requirements.

6. Religious Requirements

If a Center has a no-pork menu, to alleviate any confusion for those who observe no-pork diets for religious reasons, this information will be included in the Center's handbook and local supplement and the Center orientation. If the Center has a Chaplain, then he/she also will be made aware of the policy. List of ingredients will be provided upon request.

7. Nutritional Requirements

Common fare menus will meet RDAs. A resident who chooses the common fare menu will select beverages only from the regular menu.

8. Instant Food and Beverages

The food service will provide a hot-water urn for reconstituting instant beverages and foods for use by residents.

9. Plates and Utensils

Common fare meals will be served with disposable plates and utensils, except when a supply of reusable plates and utensils has been set aside for common fare service only. Separate cutting boards, knives, food scoops, food inserts, and other such tools, appliances, and utensils will be used to prepare common fare foods and will be identified accordingly. Meat and dairy food items and the preparation and service utensils used with each group will be stored in areas separate from each other. A separate dishpan will be provided for cleaning these items, if a separate or three-compartment sink is not available.

The Chaplain or RSC will escort visiting clergy to the common fare preparation area for frequent, irregularly scheduled monitoring of compliance with religious dietary requirements. All visits will be documented or logged.

10. Application and Removal

The Center Administrator, in consultation with the Chaplain, will be the approving official for a resident's removal from the common fare program.

The Center Administrator or chaplain is required to consult with the local FOD prior to denying any request for a religious diet. In addition, once a [resident] has been approved for a religious diet program, he or she may not be removed from the program without prior consultation with and concurrence from the FOD. Denial or removal from a religious diet must be documented with the date and reason and must be approved by the Center Administrator. The documentation should also include the date of FOD concurrence.

4.1 Food Service

Food service staff will refer to the daily roster to identify residents in the common fare program. Staff will not use this information to disparage a resident's religion or religious views or to attempt to dissuade him/her from participating in the program.

The FSA will monitor the food selections of all residents participating in the common fare program to ensure the legitimacy of their participation.

Staff will train and supervise all residents with common fare assignments.

A resident's temporary adoption of a medically prescribed diet will not affect his/her access to common fare meals. However, if a prescribed medical diet conflicts with the common fare diet, then the medical diet takes precedence.

A resident who has been approved for a common fare menu must notify the Chaplain, in writing, if he/she wishes to withdraw from the religious diet. Oral interpretation or written assistance will be provided to illiterate or LEP residents as necessary in providing written notice of withdrawal from a religious diet.

The Chaplain may recommend withdrawal from a religious diet if the resident is documented as being in violation of the terms of the religious diet program to which the resident has agreed in writing. If a resident refuses five consecutive common fare meals, then the Chaplain may recommend in writing that the Center Administrator remove the resident from the program. Residents participating in the common fare program also may consume items for sale through the Center's commissary program without risk of being removed from the program, as long as such purchases are consistent with the common fare program. However, purchase of foods items inconsistent with the common fare program may be grounds for removal from the program.

To preserve the integrity and orderly operation of the religious diet program and to prevent fraud, residents who withdraw or are removed may not be immediately re-established back into the program.

The process of re-approving a religious diet for a resident who voluntarily withdraws or who is removed ordinarily may take up to 10 days. However, repeated withdrawals, voluntary or otherwise, may result in a waiting period of up to one month before the re-approval request is decided. The decision to remove and/or reinstate a resident rests with the Center Administrator, in consultation with the Chaplain and/or local religious representatives, if necessary.

11. Annual Ceremonial Meals

The Chaplain, in consultation with local religious leaders as necessary, will develop the ceremonial meal schedule for the subsequent calendar year and will provide this schedule to the Center Administrator. The schedule will include the date, religious group, estimated number of participants, and special foods required. Ceremonial and commemorative meals will be served in the food service center, unless otherwise approved by the Center Administrator.

The food service department will be the only source of procurement for food items. To maintain equity in menu design, all meals will be limited to food items on the Center's master-cycle menu. To facilitate food preparation, consultations between the FSA and local religious representatives concerning appropriate menus will occur 6–8 weeks in advance of the scheduled observance. The

4.1 Food Service

religious services coordinator may, through the food service department, procure the ritual observance food items (in minimal quantities). Such items generally will not constitute the main entree for the ceremonial meal.

12. Religious Fasts and Seasonal Observances

The common fare program will accommodate residents abstaining from particular foods or fasting for religious purposes at prescribed times of year, including, but not limited to:

Ramadan. Muslims participating in the fast will receive the approved meals before dawn and after sundown for consumption in the food service department.

During any fast, vegetarian or hot fish dishes will replace meat entrees, as appropriate, and fasters will receive both noon and evening meals after sundown as appropriate.

Residents not participating in the common fare program but electing to observe Ramadan or other fasts will be served the main meal after sundown. If the main menu does not meet religious requirements, then the resident may participate in the common fare program during the period in question.

Each Center may provide a bag breakfast or allow residents to go to the food service department for breakfast before dawn. Bag breakfasts will contain nonperishable items such as ultra-high pasteurized milk, fresh fruit, peanut butter, dry cereal, etc. The menu for the common fare program cannot be used for a bag breakfast.

Passover. The Center will have the standard kosher-for-Passover foods available for Jewish residents during the 8-day holiday. The food service department will be prepared to provide Passover meals to new arrivals. Unleavened meals also will be provided during Passover.

All Jewish residents observing Passover will be served the same kosher-for-Passover meals, whether or not they are participating in the common fare program.

Lent. During the Christian season of Lent, a meatless meal (lunch and dinner) will be served on the food service line on Fridays and on Ash Wednesday.

13. Common Fare Recordkeeping and Costs

The FSA will estimate quarterly costs for the common fare program and include this figure in the quarterly budget. The FSA will maintain a record of the actual costs of both edible and non-edible items.

H. Medical Diets

1. Therapeutic Diets

Residents with certain conditions—chronic or temporary; medical, dental, and/or psychological—will be prescribed special diets as appropriate.

Special (therapeutic) diets will be authorized by the medical staff on Form IHSC-819 or its equivalent resident special needs form. The form will specify the type of therapeutic diets to be prescribed and the duration. Once prescribed, the diet will be made available to the resident by the next business day. This diet authorization may be renewed as medically necessary.

4.1 Food Service

The cook on duty will notify the FSA and/or CS in writing any time a resident on a therapeutic diet refuses the special meal or accepts the regular meal from the main food service line.

Once a therapeutic diet has been prescribed, the resident will be issued an identification card that will contain the following:

- A photo of the resident;
- The resident's name and A-number;
- The type and duration of therapeutic diet prescribed; and
- The signature of a medical staff.

Alternatively, Centers may augment the resident's Center identification to include the requirements listed above. The Health Services Administrator or designee will ensure that the food service department receives a copy of the information listed above. This information also will be placed in the resident's medical file.

Staff will notify the FSA any time a resident on a therapeutic diet refuses the therapeutic diet meal or accepts a regular main line meal.

2. Supplemental Meals

Medically indicated food supplements (e.g., Ensure) will be prescribed by the CMA. Snacks and supplemental feedings may be indicated for such reasons as:

- Insulin-dependent diabetes;
- A need to increase protein or calories for pregnancy, cancer, AIDS, etc.; and/or
- A need to take prescribed medication with food.

3. Snacks

The FSA will ensure 24-hour availability of snacks, fruits, juice, and milk via self-service within each living area.

Snack menus must have varying items that are appropriate for the different age groups of minors (e.g., young children should be provided with snacks that are not a possible choking hazard).

Snack items will be restocked at least twice daily, or more if necessary in high traffic areas (e.g., near the playgrounds and school) to ensure they are not depleted.

Snack items will not count against a daily calorie count.

Centers will ensure the timely removal of all expired items.

I. Specialized Food Service Programs

1. Toddler and Infant Meals

The FSA will ensure the food service program provides for the minimum nutritional needs of toddlers and infants, ranging in age from newborn to four years of age.

4.1 Food Service

The menus will reflect recommended governmental guidelines for Well-Baby and Well-Child growth and development.

Staff will be responsible for ensuring that infant and toddler bottles and utensils are sterilized properly, to include providing parents the necessary supplies as appropriate.

2. Satellite Meals

“Satellite meals” refers to food prepared in one location for consumption elsewhere (general housing units, remote living and activity areas, etc.).

The sanitary standards required in the food service department, from preparation to actual delivery, also apply to satellite meals. Satellite meals and microwave instructions (if applicable) will be posted where satellite meals are served.

Foods will be kept sufficiently hot or cold to arrest or destroy the growth of infectious organisms. The FSA will ensure that staff members understand the special handling required with potentially hazardous foods, such as meat, cream, or egg dishes. Staff must understand the critical importance of time and temperature in delivering safe food.

To prevent bacteria growth, food must be prepared and held at the proper temperatures until served. Satellite tray meals must be delivered and served within two hours of food being plated.

Foods in the potentially hazardous category will remain under refrigeration until cooking time and, after cooking, maintained at or above 140-degree F. Hot foods must be placed in a heated serving line during tray assembly. Thermal bags and carts, refrigerated carts, thermal compartment trays, etc., will be used for satellite meals.

Outside foods prepared in bulk for transportation to a remote housing unit or other location will be transported in thermal containers that maintain cold items at temperatures below 41 degrees F and/or hot items at temperatures above 140 degrees F, excluding items served within the 2-hour window for meal service.

3. Weekend and Holiday Meal Schedule

When weekend and/or holiday meal schedules differ from the weekday schedule, brunch service will conform to the breakfast meal pattern, and dinner service to the noon or evening meal pattern.

4. Selection of Menu Courses

Care must be taken to ensure that culturally diverse meals are provided in such portions as to be nutritionally adequate.

5. Sack Meals

Sack meals will be provided to:

- Residents being transferred;
- Residents arriving/departing between scheduled meal hours; and
- Residents in transit during scheduled meal hours.

4.1 Food Service

All meals will be served from established menus in the dining room or living and activity areas. In some circumstances, residents may be provided sack meals.

Quality. Sack meals will be of the same nutritional quality as other meals prepared by the food service. Staff will inspect all prepared sack meals for:

- Quality of contents;
- Proper wrapping; and
- Correct individual counts.

Preparation. Members of the food service staff will prepare sack meals for residents who are being transported to/from other locations by bus or air service (via commercial air or ICE Air Operations). While resident volunteers assigned to the food service department will not be involved in preparing meals for transportation, they may prepare sack meals for onsite consumption.

A designated member of the transportation by land or plane crew will pick up all sack meals prepared for resident transportation from the food service department. Before departing, this crew member will inspect the sacks for:

- Quality of contents;
- Proper wrapping; and
- Correct individual counts.

Contents. For any resident who will be transported by the Flight Operations Unit (FOU), the sack lunch must comply with FOU criteria. Otherwise, the following requirements are applicable:

Each sack will contain at least two sandwiches, of which at least one will be meat (non-pork) unless the resident is a vegetarian. Commercial bread or rolls may be preferable because they include preservatives. To ensure freshness, fresh, Center-made bread may be used only if made on the day of lunch preparation. Sandwiches will be individually wrapped or bagged in a secure fashion to prevent the food from spoiling. Meats, cheeses, etc., will be freshly sliced the day of sandwich preparation. Leftover cooked meats will not be used after 24 hours.

In addition, each sack will include:

- One piece of fresh fruit or properly packaged canned fruit (or paper cup with lid), complete with a plastic spoon;
- One ration of a dessert item, like cookies, doughnuts, and fruit bars; and
- Such extras as:
 - Properly packaged fresh vegetables, like celery sticks and carrot sticks; or
 - Commercially packaged “snack foods,” such as peanut butter crackers, cheese crackers and individual bags of potato chips.

These items enhance the overall acceptance of the lunches.

4.1 Food Service

Extremely perishable items such as fruit pie, cream pie, and other items made with milk, cream, or other dairy ingredients will be excluded.

Packaging. Whenever possible, the food service department will pack sack meals intended for bus or air service in disposable “snack boxes” that are designed for proper placement of contents and to afford maximum protection during handling, packaging, and transporting.

If necessary, paper bags may be used.

These lunches will be stored in a secured, refrigerated area until pickup. To ensure freshness, sack meals will be prepared no more than eight hours before intended consumption.

J. Safety and Sanitation

1. General Policy

All food service employees are responsible for maintaining a high level of sanitation in the food service department. An effective food sanitation program prevents health problems, creates a positive environment, and encourages a feeling of pride and cooperation among residents.

Food service staff will teach resident workers personal cleanliness and hygiene; sanitary methods of preparing, storing, and serving food; and the sanitary operation, care, and maintenance of equipment, including automatic dishwashers and pot and pan washers.

Head coverings, gloves, and beard guards will be encouraged, but not required, when servers are distributing pre-plated meals in individual covered serving trays.

2. Personal Hygiene of Staff and Residents

All food service personnel will wear clean garments, maintain a high level of personal cleanliness and practice good hygiene at all times. They will wash hands thoroughly with soap or detergent before starting work and as often as necessary during the shift to remove soil or other contaminants.

Staff and residents will not resume work after visiting the toilet without first washing their hands with soap or detergent. The FSA will post signs to this effect.

All staff and residents working in the food preparation and service area(s) will use effective hair restraints. Personnel with hair that cannot be restrained adequately will be prohibited from food service operations. Head coverings, gloves, and beard guards are encouraged, but not required, when staff members are distributing covered serving trays.

Resident food service workers will be provided with and required to use clean white uniforms while working in a food preparation area or on the serving line.

All food service personnel working in the food service department will be provided with and required to use approved rubber-soled safety shoes.

To prevent cross-contamination, staff and residents who prepare or serve food will not be assigned to clean latrines, garbage cans, sewers, drains, or grease traps, or given other such duties, during the period of food preparation. (For instance, persons just finishing cleaning garbage cans will not go directly to preparing food without bathing and changing clothes.)

4.1 Food Service

Only authorized food service personnel will be tasked with preparing and serving food.

Authorization for residents to perform food service work is based on approval from the Center's health services department.

Only authorized personnel will be allowed in the food preparation, storage, or utensil-cleaning areas of the food service area.

3. Medical Examination

All food service personnel, including staff and residents, will receive a pre-employment medical examination noting the importance of identifying any/all communicable diseases. The purpose of this examination is to exclude those who have a communicable disease in any transmissible stage or condition. Residents that perform food service work who have been absent from work for any length of time for reasons of communicable illness (including diarrhea) will be referred to health services for a determination of fitness for duty prior to resuming work.

The medical examination will be conducted in sufficient detail to determine the absence of:

- Acute or chronic inflammatory condition of the respiratory system;
- Acute or chronic infectious skin disease;
- Communicable disease that can be transmitted by food or water; and
- Acute or chronic intestinal infection.

4. Daily Health Checks

The CF or staff assigned to food service will inspect all resident food service workers on a daily basis at the start of each work period. Residents who exhibit signs of illness, skin disease, diarrhea (admitted or suspected), or infected cuts or boils will be removed from the work assignment and referred immediately to health services for determination of fitness for duty. The residents will return to work only after the FSA has received written clearance from health services staff. Food service staff and resident workers who have been absent from work for reasons listed immediately above must be medically cleared prior to resuming duties in the food service area.

5. Environmental Sanitation and Safety

All Centers will comply with the ICE Family Residential Standard on *Environmental Health and Safety*.

Centers must be clean and well-lit, and must display orderly work and storage areas.

Overhead pipes must be removed or covered to eliminate the food-safety hazard posed by leaking or dusty pipes.

Walls, floors, and ceilings in all areas must be cleaned routinely.

Centers must use ventilation hoods to prevent grease buildup and wall/ceiling condensation that can drip into food or onto food contact surfaces. Filters or other grease-extracting equipment will be readily removable for cleaning and replacement.

The area underneath sprinkler deflectors must have at least an 18-inch clearance.

4.1 Food Service

Centers must possess hazard-free storage areas:

- Bags, containers, bundles, etc., will be stored in tiers and stacked, blocked, interlocked, and limited in height for stability and security against sliding or collapsing;
- No flammable material, loose cords, debris, or other obvious hazards may be present; and
- No pests or infestations may be present.

Aisles and passageways will be kept clear and in good repair, with no obstruction that may create a hazard or hamper egress.

To prevent cross-contamination, kitchenware and food-contact surfaces will be washed, rinsed, and sanitized after each use and after any interruption of operations during which contamination may occur.

Centers must possess a ready supply of hot water (105–120 degrees F).

Garbage and other trash will be collected and removed as often as possible. Garbage/refuse containers will have sufficient capacity for the volume and will be kept covered, insect- and rodent-proof, and frequently cleaned. The Center will comply with all applicable regulations (local, State, and Federal) on refuse handling and disposal and the ICE Family Residential Standard on *Environmental Health and Safety*.

The premises will be maintained in a condition that prevents the feeding or nesting of insects and rodents. Outside openings will be protected by tight-fitting screens, windows, controlled air curtains, and self-closing doors.

6. Equipment Sanitation

Information about the operation, cleaning, and care of equipment will be obtained from manufacturers or local distributors. A file of such reference material will be maintained in the food service department and used in developing equipment cleaning procedures for training. Sanitation will be a primary consideration in the purchase and placement of equipment.

Equipment will be installed for ease of cleaning, including the removal of soil, food materials, and other debris that collects between pieces of equipment or between the equipment and walls or floor. Older Centers that may not have the advantage of the latest designs and equipment can meet sanitation standards through careful planning, training, and supervision.

The FSA will develop a schedule for the routine cleaning of equipment.

7. Equipment and Utensils

Information. All food service equipment and utensils will meet the National Sanitation Foundation International Standards or equivalent standards of other agencies.

Materials. Materials used in the construction or repair of multi-use equipment and utensils will:

- Be non-toxic, non-corrosive, non-absorbent, durable under normal use, smooth, and easily cleaned;
- Impart no odors, colors, or tastes; and

4.1 Food Service

- Retain their original properties under repeated use, creating no risk of food-adulteration as they deteriorate.

Paint is prohibited on any surface that may come into contact with food.

Milk-dispensing tubes will be cut diagonally about two inches from the cutoff valve. Bulk milk dispensers will be equipped with thermometers.

Design and Fabrication. All food service equipment and utensils (including plastic ware) will be designed and fabricated for durability under normal use.

Such equipment will be readily accessible, easily cleaned, and resistant to denting, buckling, pitting, chipping, and cracking.

Equipment surfaces not intended for contact with food, but located in places exposed to splatters, spills, etc., require frequent cleaning. Therefore, they will be reasonably smooth, washable, and free of unnecessary ridges, ledges, projections, and crevices. Upkeep of equipment surfaces will contribute to cleanliness and sanitation.

Installation. Equipment will be installed in accordance with the manufacturer's instructions and good engineering practices.

Installers will allow enough space between pieces of equipment and between equipment and walls to facilitate routine cleaning. Adjacent pieces may be butted together if the gap between them is sealed.

General Cleaning Procedures. Moist cloths for wiping food spills on kitchenware and food-contact surfaces on equipment will be clean, rinsed frequently in sanitizing solution, and used solely for wiping food spills. These cloths will soak in the sanitizing solution between uses.

Moist cloths used for non-food-contact surfaces like counters, dining table tops, and shelves will be cleaned, rinsed, and stored in the same way as the moist cloths used on food-contact surfaces. They will be used on non-food-contact surfaces only.

Detergents and sanitizers must have U.S. Food and Drug Administration (FDA) approval for food service uses.

Manual Cleaning and Sanitizing. A sink with at least three labeled compartments is required for manually washing, rinsing, and sanitizing utensils and equipment. Each compartment will have the capacity to accommodate the items to be cleaned. Each will be supplied with hot and cold water.

Drain-boards and/or easily movable dish-tables will be provided for utensils and equipment both before and after cleaning.

Equipment and utensils will be pre-flushed, pre-scraped and, when necessary, pre-soaked to remove gross food particles. A fourth sink compartment with a garbage-disposal is useful for these purposes and will be included in plans for Centers being built or renovated.

Except for fixed equipment and utensils too large to be cleaned in sink compartments, the following procedures apply to cleaning equipment and utensils:

4.1 Food Service

- Wash in the first sink compartment, using a hot detergent solution changed frequently to keep it free from soil and grease;
- Rinse in or under hot water in the second compartment, changing the rinse water frequently. This compartment will be kept empty, and a sprayer will be used for rinsing to prevent rinse water from becoming soapy or contaminated; and
- Sanitize in the third compartment using one of the following methods:
 - Immerse for at least 30 seconds in clean water at a constant temperature of 171 degrees F that is maintained with a heating device and frequently checked with a thermometer. Use dish baskets to immerse items completely;
 - Immerse for at least 60 seconds in a sanitizing solution containing at least 50 parts per million (ppm) chlorine at a temperature of at least 75 degrees F;
 - Immerse for at least 60 seconds in a sanitizing solution containing at least 12.5 ppm iodine, with a pH not higher than 5.0 and a temperature of at least 75 degrees F;
 - Immerse in a sanitizing solution containing an equivalent sanitizing chemical at strengths recommended by the U.S. Food and Drug Administration;
 - Periodically check and adjust as necessary the chemical concentrations in a sanitizing solution, using a test kit;
 - Air dry utensils and equipment after sanitizing; and/or
 - Steam-clean oversized equipment, provided the steam can be confined to the piece of equipment. Alternatively, rinse, spray, or swab with a chemical sanitizing solution mixed to at least twice the strength required for immersion sanitizing.

Mechanical Cleaning and Sanitizing. Spray or immersion dishwashers or devices, including automatic dispensers for detergents, wetting agents and liquid sanitizer, will be maintained in good repair. Utensils and equipment placed in the machine must be exposed to all cycles.

The pressure of the final rinse water must be between 15 and 25 pounds per square inch in the water line immediately adjacent to the final-rinse control valve.

Machine- or water line-mounted thermometers must be installed to check water temperature in each dishwasher tank, including the final rinse water.

Baffles, curtains, etc., must be used to prevent wash water from entering the rinse water tank(s) and time conveyors to ensure adequate exposure during each cycle.

Equipment and utensils must be placed on conveyors or in racks, trays, and baskets to expose all food-contact surfaces to detergent, washing, and rinsing without obstruction and to facilitate free draining.

The following temperatures must be maintained for hot-water sanitizing:

- Single-tank, stationary rack, dual-temperature machine: wash temperature of 150 degrees F; final rinse, 180 degrees F;

4.1 Food Service

- Single-tank, stationary rack, single-temperature machine: wash and rinse temperature of 165 degrees F;
- Multi-tank, conveyor machine: wash temperature of 150 degrees F; pumped rinse, 160 degrees F; final rinse, 180 degrees F;
- Single-tank, pot/pan/utensil washer (stationary or moving rack): wash temperature of 140 degrees F; final rinse, 180 degrees F; and
- When using a chemical spray in a single-tank, stationary rack, glass-washer, maintain a wash temperature of at least 120 degrees F, unless otherwise specified by the manufacturer.

Air-dry all equipment and utensils after sanitizing, by means of drain boards, mobile dish tables, and/or carts.

Equipment and Utensil Storage. Eating utensils will be picked up by their bases or handles only. Utensils will be stored in perforated pans only.

Glasses, tumblers, and cups will be inverted before storing. Other tableware and utensils may be either covered or inverted.

8. Storage of Clothing and Personal Belongings

Clothes and other personal belongings (e.g., jackets, shoes) will be stored in designated areas, apart from:

- Areas for the preparation, storage, and serving of food; and
- Areas for the washing and storing of utensils.

The FSA will identify space for storing resident belongings.

9. Lavatories

Adequate and conveniently located toilet facilities will be provided for all food service staff and resident workers.

Toilet fixtures will be of sanitary design and readily cleaned.

Toilet rooms and fixtures will be kept clean and in good repair.

Signs for proper hygiene will be prominently displayed.

Lavatories will have readily available hot and cold water.

Soap or detergent and paper towels or a hand-drying device providing heated air will be available at all times in each lavatory.

Waste receptacles will be placed conveniently near the hand-washing facilities.

10. Pest Control

Good sanitation practices are essential to an effective pest control program. The FSA is responsible for pest control in the food service department, including contracting the services of an outside exterminator as necessary.

4.1 Food Service

To protect against insects and other pests, air curtains or comparable devices will be used on outside doors where food is prepared, stored, or served.

11. Hazardous Materials

Only those toxic and caustic materials required for sanitary maintenance of the Center, equipment, and utensils will be used in the food service department.

All food service staff will know where and how much toxic, flammable, or caustic material is on hand, and will be aware that their use must be controlled and accounted for daily.

Resident-type combination locks will not be used to secure such material.

All containers of toxic, flammable, or caustic materials will be labeled prominently and distinctively for easy content identification.

All toxic, flammable, and caustic materials will be segregated from food products and stored in a locked and labeled cabinet or room.

Cleaning and sanitizing compounds will be stored apart from food products.

Toxic, flammable, and caustic materials will not be used in a manner that may contaminate food, equipment, or utensils or may pose a hazard to personnel or residents working with or consuming food service products.

A system for intermediate storage of received hazardous substances will secure the materials from time of receipt to time of issue.

The FSA will obtain and file for reference Material Safety Data Sheets on all flammable, toxic, and caustic substances used in the Center in accordance with the ICE Family Residential Standard on *Environmental Health and Safety*.

12. General Safety Guidelines

Extension cords will be UL-listed and UL-labeled and may not be used in tandem.

All steam lines within seven feet of the floor or working surface, and with which a worker may come in contact, will be insulated or covered with a heat-resistant material or otherwise be guarded from contact. Inaccessible steam lines, guarded by location, need not be protected from contact.

Machines will be guarded in compliance with OSHA Standards:

- Fans within seven feet of the floor or work surface will have blade guard openings no larger than two inches;
- Protective eye and face equipment will be used, as appropriate, to avert risk of injury. Dangerous areas presenting such risks will be conspicuously marked with eye-hazard warning signs;
- Safety shoes will be worn in FSA-designated foot hazard areas;
- Meat saws, slicers, and grinders will be equipped with anti-restart devices; and
- The Maintenance Manager will provide ground-fault protection wherever needed in the food service department and will document this protection for the FSA.

4.1 Food Service

Light fixtures, vent covers, wall-mounted fans, decorative materials, and similar equipment and materials attached to walls or ceilings will be maintained in good repair.

Lights in food production areas, utensil and equipment washing areas, and other areas displaying or storing food, equipment, or utensils will be equipped with protective shielding.

An approved, fixed fire-suppression system will be installed in ventilation hoods over all grills, deep fryers, and open flame devices. A qualified contractor will inspect the system every six months. The fire-suppression system will be equipped with a locally audible alarm and connected to the control room's annunciator panel.

Hood systems will be cleaned after each use to prevent grease build-up, which constitutes a fire risk. All deep fryers and grills will be equipped with automatic fuel or energy shut-off controls.

13. Mandatory Inspection

The Center Administrator will implement written procedures requiring the food service administrator or designee to conduct the weekly inspections of all food service areas, including dining, storage, equipment, and food-preparation areas.

All of the food service department equipment (e.g., ranges, ovens, refrigerators, mixers, dishwashers, garbage disposal) requires frequent inspection to ensure their sanitary and operable condition. Staff will check refrigerator and water temperatures daily and record the results. The FSA or designee will verify and document requirements of food and equipment temperatures.

The FSA or CS will inspect food service areas at least weekly.

An independent, external inspector will conduct annual inspections to ensure that the food service facilities and equipment meet governmental health and safety codes.

Personnel inspecting the food service department will note any recommended corrective actions in a written report to the Center Administrator. The Center Administrator will establish the date by which identified problems will be corrected.

Checks of equipment temperatures will follow this schedule:

- Dishwashers: every meal;
- Pot and pan washers: daily, if water in the third compartment of a three-compartment sink is used for sanitation and the required minimum temperature is 180 degrees F; and
- Refrigeration/freezer equipment (walk-in units): site-specific schedule, established by the FSA.

All temperature-check documentation will be filed and accessible.

The FSA will develop a cleaning schedule for each food service area and post it for easy reference. All areas (e.g., walls, windows, vent hoods) and equipment (e.g., chairs, tables, fryers, ovens) will be grouped by frequency of cleaning (e.g., after every use, daily, weekly, monthly, semiannually, or annually).

4.1 Food Service

K. Food Storage, Receiving, and Inventory

1. General Policy

Because control and location of subsistence supplies are site-specific, each FSA will establish procedures for storing, receiving, and inventorying food.

On the purchase request for potentially dangerous items (e.g., knives, mace, yeast, nutmeg, cloves, and other items considered contraband if found in a resident's possession), the FSA will mark them "hot," signaling the need for special handling.

2. Receiving

The first step in receiving food is matching incoming items with the invoice, purchase order, and control specifications. Weekly deliveries of fresh produce, meats, and other perishable items will be inspected for freshness, quality, and general appearance. Staff will supplement their inspections of perishables with random checks of weight, count, size, etc.

Receiving staff will examine deliveries promptly to determine acceptability both for quantity and quality, consistent with the contract. If immediate examination is not practical upon delivery because inspection will involve time-consuming tests, then the vendor will receive a receipt confirming delivery of a particular number/gross weight of containers in good condition (or, if not, noting exceptions).

3. Food Receipt and Storage

The following procedures apply when receiving or storing food.

Inspect the incoming shipment for damage, contamination, and pest infestation. Rats, mice, or insects may be hiding in the middle of a pallet.

Promptly remove damaged pallets and broken containers of food. Separate damaged food containers from other food and store separately for disposal. Take special care in handling flour, cereal, nuts, sugar, chocolate, and other such products highly susceptible to contamination.

Upon finding that an incoming food shipment has been contaminated, contact the FSA/CS for instructions on the next course of action.

Store all food item products at least six inches from the floor and at least two inches from the walls to facilitate pest-control measures. A painted line may guide pallet placement. Wooden pallets may be used to store canned goods and other non-absorbent containers, but not to store dairy products or fresh produce.

Store perishables at 35–40 degrees F to prevent spoilage and other bacterial action, and maintain frozen foods at or below 0 degrees F.

Prevent cross-contamination by storing foods requiring washing or cooking separately from those that do not.

For rapid cooling, use shallow pans (depth not to exceed four inches). Cover or otherwise shield refrigerated food from contamination.

4.1 Food Service

Do not store food in locker rooms, toilet rooms, dressing rooms, garbage rooms, or mechanical rooms, or under sewer lines, potentially leaking water lines, open stairwells, or other sources of contamination.

4. Inventory

Determining inventory levels and properly receiving, storing, and issuing goods are critical to controlling costs and maintaining quality. While the FSA will base inventory levels on Center needs, each Center will always stock a 15-day food supply at a minimum.

Procedures for checking the quality and quantity of food and other supplies and their distribution to the point of use will comply with industry-established policies and financial management practices.

Food service inventory represents significant financial resources converted into goods in the form of food, supplies, and equipment. All food service personnel must be aware of the value of the inventory and of his/her responsibility for the security of these goods upon receipt.

The master-cycle menus offer guidance to managers planning inventory levels.

Inventory levels will be established, monitored, and periodically adjusted to correct excesses or shortages.

5. Stock Rotation

Each Center will establish a written stock rotation schedule.

6. Perpetual Inventory

“Perpetual inventory” is the process of recording all food service purchases and food distribution. Although details may vary, the information recorded always includes the quantity on hand, quantity received, quantity issued, and unit cost for each food and supply item. The FSA will maintain perpetual inventory records on all food service products and supplies.

Perpetual inventory records are important because they provide the FSA with up-to-date information on product usage, and act as a guide for further purchases.

For accurate accounting of all food and supplies, a perpetual inventory record is insufficient. An official inventory of stores on hand must be conducted annually.

All food service departments will complete a physical inventory of the warehouse quarterly.

7. The Dry Storeroom

Proper care and control of the dry storeroom involves the following:

- Keeping the storeroom dry and cool (45–80 degrees F) to prevent swelling of canned goods and general spoilage;
- Sealing or otherwise making impenetrable all wall, ceiling, and floor openings to prevent entry of dirt, water, pests, etc.;
- Vigilant housekeeping to keep the room clean and free from rodents and vermin (a drain for flushing is desirable);

4.1 Food Service

- Securing the storeroom under lock and key to prevent pilferage—the FSA is responsible for key distribution; and
- Properly approved food safe containers.

8. Refrigerators

Butter, milk, eggs, and cream will be separated from foods having strong odors. Eggs will not be subjected to freezing temperatures.

Refrigeration units will be kept under lock and key when not in use. Walk-in boxes will be equipped with safety locks that require no more than 15 pounds of pressure to open easily from the inside. If latches and locks are incorporated in the door's design and operation, then the interior release mechanism must open the door with the same amount of pressure even when locks or bars are in place.

Whether new or used, the inside lever of a hasp-type lock must be able to disengage locking devices and provide egress. The FSA, along with the safety manager, will review the walk-in freezers and refrigerators to ensure that they operate properly.

References

- ICE Family Residential Standard on Definitions
- ICE Family Residential Standard on Environmental Health and Safety
- ICE Family Residential Standard on Disability Identification, Assessment, and Accommodation
- ICE Family Residential Standard on Key and Lock Control
- ICE Family Residential Standard on Program Philosophy, Goals, and Expected Outcomes
- ICE Family Residential Standard on Tool Control
- ICE Family Residential Standard on Voluntary Work Program
- FDA Public Health Services Food Code
- National Sanitation Foundation International Standards