





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 6 - Food Service Requirements

Policy Number:	6.03
Policy Name:	Meal Service and Meal Supervision
Authority:	Title 15, 1460, 1464, 1465, 1466, 1467 HS 114060, 114090 National School Lunch Program (NSLP)
Replaces:	Meal Service and Supervision (06/20.2013)
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Related Policies and Procedures:	6.01 - Food Service Management 6.02 - Menus and Special Diets
Related Forms:	Meal Count Form
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

A. Meal Service and Meal Preparation

- i. Policies and site-specific procedures shall be developed and implemented to ensure that appropriate work assignments are made, and food handlers are adequately supervised. Food shall be prepared and served only under the immediate supervision of a staff member. Meals shall be served at least three times in any 24-hour period. At least one of these meals shall include hot food. Food shall be offered to youth at the time of initial intake, shall be served to youth if more than 14 hours pass between meals, and shall be served to youth on medical diets as prescribed by the attending physician. A snack shall be provided to all youth between 2 to 4 hours after the dinner meal is provided.
- ii. A minimum of twenty minutes shall be allowed for the actual consumption of each meal except for those youth on medical diets where the responsible physician has prescribed additional time. Provisions shall be made for youth who may miss a regularly scheduled facility meal. They shall be provided with a substitute meal and beverage, and youth on medical diets shall be provided with their prescribed meal.

II. PROCEDURES

A. Meal Service

Dining room service for youth shall be fully designed to enhance the attractiveness of the meal and to enable the youth to fully enjoy meal periods. The following criteria shall establish minimum standards for meal service:

- i. Meals shall be served at least three times in any 24-hour period. At least one of these meals shall include hot food. Holiday and weekend schedules and menus may be varied provided basic nutritional goals are met. Food shall be prepared and served only under the immediate supervision of a staff member. [Title 15, 1467]
- ii. The steam table is to be filled, approximately one inch below the deepest pot, one hour before the delivery of food.
- iii. All meals will be delivered to the living units in insulated carts by a Food Service Worker and/or Chef. All portions are to be counted and checked against the medical log. Any shortage of food shall be immediately reported to the Officer of the Day, not the kitchen. Juvenile Hall staff shall serve all meals or supervise youths who are serving the meals. [Title 15, 1467]
- iv. Dining areas shall be pleasant and attractive with good ventilation and lighting.
- v. All food shall be served at the appropriate temperature to maintain quality, taste, appeal, and texture. All youth and staff handling food shall follow appropriate sanitation guidelines (ex. Wash hands, wear glove and caps or hairnets).
- vi. Juvenile Hall staff shall supervise the meal service and confirm that proper serving utensils, as recommended by the Food Service Manager or designee, are used for each type of food to ensure appropriate and equal portions. Specified portion size is included in the kitchen menu.
- vii. Servings shall be ample to meeting the needs of growing youth. Youth shall not be allowed to store food in their assigned rooms.

- viii. Juvenile Hall staff shall serve meals to assure compliance with the National School Lunch Program. NSLP rules and regulations state:
 - a. Meal Counts shall be based on the number of meals served to youth present on the living unit.
 - b. Meal Counts shall be recorded at the time of the meal.
 - c. If a youth returns to the unit and receives a meal later; then the original Meal Count shall be amended.
- ix. There shall be group dining.
- x. A minimum of twenty minutes shall be allowed for the consumption of each meal except for those youth on medical diets where the responsible physician has prescribed additional time.
- xi. Good table manners shall be encouraged.
- xii. Meal utensils shall be comparable to a home setting or restaurant-style utensils such as a Spork.
- xiii. Juvenile Hall staff shall ensure that meals are served in pleasant surroundings, without favoritism, carelessness, or waste.
 - a. After the servers have received their instructions, Juvenile Hall staff shall instruct the youths to retrieve their meals from the kitchen window in an organized manner. Juvenile Hall staff shall ensure all youths receive equal portions.

- b. Juvenile Hall staff shall send one youth at a time to the kitchen window. Once a youth receives a meal tray, the youth should sit down where he or she chooses. Juvenile Hall staff may, if he or she desires, direct youth where to sit.
 - c. Youth are prohibited from getting up from their assigned dinner tables without permission. Youth shall raise their hands for all inquiries.
 - d. Youth may converse with others at their assigned dinner tables. There is no talking or shouting between dinner tables.
 - e. Seconds are to be served in the same manner as the meal, with a Juvenile Hall staff member at the kitchen window calling up youth one at a time.
 - f. All silverware is collected by Juvenile Hall staff after the meal and before line up. Juvenile Hall staff will complete Meal Count and Silverware Count Forms after each meal and will take them down to the Director's Office during the 11 to 7 shifts.
 - g. At the conclusion of each meal, Juvenile Hall staff shall use proximity control to make sure youths safely exit the dining area.
 - h. One table at a time is instructed to return to their assigned rooms for a clean-up to take place.
- xiv. Care shall be taken to avoid scheduling group meetings or individual conferences of a potentially emotional nature prior to mealtimes.

- xv. Good eating habits shall be encouraged, but youth are not required to eat all the food served.
- xvi. Meals shall be served in a youth's assigned room upon the youth's request or with the permission of the Officer of the Day because of the youth's illness, incapacitation, or behavior which causes an immediate safety threat.
- xvii. The food service program provides a single menu for staff and youth. Staff shall eat the same meals as the youth during mealtime. Food purchased outside the facility shall not be eaten in front of the youth.
- xviii. Juvenile Hall staff shall ensure youths attending Court are served a full meal before leaving for the Court hearing.
- xix. Juvenile Hall staff shall set aside a full serving for any youth who is off the living unit at the time of a regular meal.

B. After Meal Clean Up

- i. Juvenile Hall staff are to handle all cleaning items such as soap, sanitizer, and set up all equipment to be used.
- ii. All Juvenile Hall staff, in the living unit, shall participate in the selection of crew.
- iii. No favoritism is to be shown in the selection of crew.
- iv. All youth shall be informed that work is a privilege to be earned and is not a right.
- v. A rotation system is to be used for the selection of crew members. It allows all youth who have earned the privilege of working an equal opportunity.

- vi. Write the names of the workers on the room assignment sheet under the section assigned to "Crew" and list their jobs by name.
- vii. Juvenile Hall staff shall supervise and inspect all completed work.
- viii. Juvenile Hall staff shall instruct, supervise, and check the work of the kitchen crew. A Juvenile Hall staff member shall stand in or near the control area where they can see and be seen by their co-worker supervising the kitchen area.
- ix. No youth is permitted in or behind the control area.
- x. Kitchen crews are not to be given separate recreation periods after meals. If recreation follows, the kitchen crew may sign up first for table games or other materials available for youth.
- xi. Youths shall not provide instructions to another youth or criticize each other's work. The Juvenile Hall staff member supervising the work crew shall give any necessary direction and feedback regarding worker duties or performance.
- xii. Dishwashing, Rinse, Sanitization, and Air-Drying Procedures
 - a. The main kitchen will wash, rinse, and sanitize the bulk of the trays, pots, and pans for the breakfast and lunch meals.
 - b. Dishwashing: Fill the first sink $\frac{1}{3}$ full of hot water and add "Super Pot and Pan" dishwashing chemical at 1 (one) ounce per 1 (one) gallon of water. ($\frac{1}{3}$ full sink is $3\frac{1}{3}$ inches of water = 10 gallons. So, use 10 oz. or a little more than an 8-ounce cup)

- c. **Rinse:** Fill second sink with clear hot water and rinse dishes.
- d. **Sanitization:** Fill the third sink 1/3 full of cold or tepid water and add 2 ounces of Sani-Rinse 496. Allow items being sanitized to soak for 1 minute.
- e. **Air-Drying:** All trays, cups, bowls, utensils, etc. are to be completely air-dried before being stacked. Allow enough space between items to sufficiently air dry. Juvenile Hall staff shall ensure an adequate supply of racks for this purpose.

Note: All dishwashing and sanitizing chemicals are always to be stored in the storage closet. Juvenile Hall staff are to handle these products only. After use, these products are to be immediately re-secured in the storage closet.

At no time can Juvenile Hall staff use Bleach or Bleach Products around Ammonia Products.[Title 15, 1466] (HSC 114060, 114090)

- xiii. **Clean-up crews shall be selected from youth volunteers or from a rotating assignment roster by Juvenile Hall staff. Each crewmember shall be assigned a specific crew job consisting of:**
 - a. **Washer:** worker is responsible for washing all pots, pans, trays, cups, bowls, sporks, serving utensils, and silverware. The Washer will clean and dry the sink, clean the sponges, and sweep the kitchen floor.
 - b. **Dryer:** worker is responsible for cleaning the refrigerator inside and out and discard the old food. The worker will clean the kitchen table and cabinets. The worker will place all dishes in the tray rack and allow to air dry. The worker will place all utensils in the holders for air-drying

and return them to Juvenile Hall staff. The worker will place all dry dishes and trays neatly in the cabinet. The worker will put the pots on the steam table and return all utensils to Juvenile Hall staff.

- c. Steam Table: worker is responsible for cleaning the top and inside of the steam table, refrigerator, and the window counters. All refrigerated items in containers are to be kept covered and unopened packages (loaves of bread, milk cartons, etc) will be returned to the kitchen. The worker will discard the food in the steam table and give the pot to the washer. The worker is responsible for rinsing all the washed dishes. The worker will clean and dry the two sinks and counters. The worker will mop the kitchen floor.
 - d. Scraper: worker is responsible for clearing and wiping tables and chairs with soapy sponges and dry off with a towel. Collecting all room paper trays. Scraping all food from the trays and dishes and staging them for the washer. Disposing all liquids in the sink using a strainer when needed and not in the garbage can. The worker will sweep and mop the dining area. Compost and recycle all garbage from each meal. Do not put garbage bags out. Ensure silverware count is verified before garbage collection after breakfast by kitchen staff or utility workers.
- xiv. Juvenile Hall staff shall supervise the clean-up process and complete the Meal Count and Silverware Count Forms which are forwarded to the Director's office during the 11 to 7 shifts. The Senior Counselor on the 11 to 7 shift is responsible for the monthly tabulation of the meal counts and forwarding the information to the Director of Juvenile

Hall and the Accounting and Business Office. All youth detained in Juvenile Hall are eligible for the "free" National School Lunch Program. Juvenile Hall staff are responsible for ensuring the accuracy of the silverware and meal count forms.

C. Snacks

A snack shall be provided to all youth between 2 to 4 hours after the dinner meal is provided. Snacks, like meals, are never to be withheld as a disciplinary action.

D. Training

There shall be annual training for staff in this policy.