

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
BUREAU OF JAIL MANAGEMENT AND PENOLOGY
Juco Building, 144 Mindanao Avenue, Project 8, Quezon City
Trunklines: (+632) 927-6383; 453-1196
Email Address: director@bjmp.gov.ph Website: www.bjmp.gov.ph

MEMORANDUM
CIRCULAR NO. 2010-03

TO : All Regional Directors

SUBJECT : *Revised Standards on Food Service Management, As Amended*

DATE : 15 October 2010

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I. REFERENCES:

- A. BJMP Manual;
- B. Presidential Decree No. 856: Code on Sanitation;
- C. Nutritional Guides;
- D. Administrative Order No. 278, directing the strengthening of the Internal Control System;
- E. RA No. 3456, as amended by RA No. 4177, stating the primary responsibility of IAS;
- F. Presidential Decree No. 898 (Sec. 27) amplified by COA Circular No. 76-26, providing for the installation of a Sound Internal Control System;
- G. BJMP Career Progression Program;
- H. Policy Guidelines on the Selection and Deployment of Jail Wardens;
- I. Minutes of the First National Food Service Council (NFSC) Meeting;
- J. Detailed Report on the Focus Group Discussion on Food Service Administration; and
- K. Agreement during the National Food Service Council (NFSC) Meeting dated 08 September 2010.

II. CONCEPT:

This is a comprehensive policy that prescribes administrative and operational standards on food services. Administratively, it provides for the empowerment of the Regional Food Service Council, upgrading of the qualification standards for food service workers, and the proper recording and reporting system. Likewise, it sets the standard operating procedures in handling, storage, processing and distribution of food to inmates.

III. PURPOSES:

This policy aims at:

- A. Improving food services by applying sound principles, practices, supervision and technical management required in food preparation, safety, sanitation, distribution, storage, including budgetary and inventory control involved in the efficient operation of a food service program.
- B. Fostering transparency and accountability by delineating the extent and scope of duties and responsibilities of food service workers and the institutionalization of internal audit system.

IV. SCOPE:

The provisions of this policy shall be implemented nationwide.

V. GENERAL PRINCIPLES:

- A. The Chief, BJMP shall exercise overall supervision and control in the implementation of this policy.
- B. The Regional Director shall be responsible for the efficient and effective implementation of this policy in the regional level.

VI. STRUCTURES AND FUNCTIONS:

A. NATIONAL FOOD SERVICE COUNCIL (NFSC)

- 1. **Composition.** The National Food Service Council shall be composed of the following:

Deputy Chief for Operations	-	Chairperson
Chief of Directorial Staff	-	Vice Chairperson
Director for Operations	-	Member
Director for Comptrollership	-	Member
Director for Logistics	-	Member
Director for IWD	-	Member
Chief, Health Service Unit	-	Member

- 2. **Functions.** The NFSC shall perform the following functions:

- a. Review, revise or draft policies pertaining to food service and prisoners' subsistence allowance management in accordance with procurement laws and the needs of the inmates for the approval of the Chief, BJMP;
- b. Provide a systematic and stricter scheme of disbursement, auditing, implementation and monitoring of food service;
- c. Act as the final reviewing body on complaints and irregularities relevant to mess service and may recommend administrative charge against personnel who have violated existing policies;
- d. Conduct regular field validation of the menus vis-a-vis the food served and take necessary corrective steps on irregularities noted;
- e. Submit periodic reports to the Chief, BJMP and other offices which may require the same for lawful purposes; and
- f. Attend meetings, hearings, trainings, etc, related to food service.

B. REGIONAL FOOD SERVICE COUNCIL (RFSC)

- 1. **Composition.** Each region shall have a Regional Food Service Council to be composed of the following:

ARD for Operations	-	Chairperson
Regional Chief of Staff	-	Vice Chairperson
Chief, Operations Division	-	Member
Chief, Comptrollership Division	-	Member
Chief, Logistics Division	-	Member
Chief, IWD Division	-	Member
Chief, Health Service	-	Member

2. Functions. The Regional Food Service Council has the following tasks:

- a. Implement policies, plans and procedures for the storage, inventory, control and preparation of food for better food service;
- b. Oversee the operation of food service to ensure that the foods being served to inmates are palatable, nutritious and in accordance with the budgetary allocation;
- c. Conduct inspections to ensure adequate supplies or items for food service.
- d. Evaluate and submit to the Regional Director for approval the designation of Food Service Supervisors and Food Service Specialists.
- e. Recommend to the Regional Director for disciplinary action any food service managers and their workers for violations of policies.
- f. Shall take appropriate actions on the recommendation of food service managers.

3. FOOD SERVICE MANAGERS are the Wardens themselves who shall be responsible for directing the overall food service operations in their respective jails by performing the following functions:

- a. Manage subordinate food service workers directly and through subordinate supervisor(s) through the application of the elements of supervision that include planning, reviewing, evaluating, and recommending disciplinary actions. Supervision must include responsibility, as needed, for providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals and resolving formal and informal grievances;
- b. Oversee or participate in requisitioning all supplies and in the receiving, inspecting, storage and inventory of food, kitchen supplies and equipment to ensure that products meet the requirements of the specified purchase order and are in compliance with government regulations and contracts;
- c. Develop the annual food services budget and make plans for capital improvements for all kitchen/food service facilities;
- d. Responsible for the maintenance of the food cost within the approved budget;
- e. Review the master menu for regular, therapeutic, and special meals to ensure proper amount of products are used;
- f. Establish and implement new or revised facility operating policies and procedures for food service activities and ensure overall compliance with the safety and sanitary practices. Inspect kitchens and storage areas to ensure compliance with applicable health, safety and sanitation requirements;
- g. Investigate and resolve food quality and service complaints from inmates;
- h. Shall choose and recommend to the Regional Food Service Council at least two (2) candidates for each of the positions of Food Service Supervisor and Food Service Specialist;
- i. Contact with agency heads/managers, vendors, food service supervisors, food service specialists and administrative staff to ensure the smooth operation of a facility's food service; and
- j. Coordinate with the Regional Food Service Council in the implementation of the program policies, plans, and procedures for the storage, inventory control and preparation of food.

Term of Office of Food Service Managers:

The assignment of a Food Service Manager to a particular jail shall be for a maximum period of two (2) years, consistent with the Career Progression Program. However, he/she can be relieved at any time under any of the circumstances cited under section for Tenure of SOP No. 2005-01: Policy Guidelines on the Selection and Deployment of Jail Wardens.

4. FOOD SERVICE SUPERVISORS shall perform the following functions:

- a. Supervise Food Marketing Specialists and Food Service Assistants; establish work schedules and work priorities; review and evaluate the work of assigned staff and ensure appropriate training is provided to new and inexperienced food workers;
- b. Develop a master menu and prepare a daily menu for the inmates and recommend their approval to the Food Service Managers. Monitor the quality and quantity of food prepared to ensure that these meet acceptable standards;
- c. Ensure that the facility food service area is operated in accordance with safety and sanitary standards required by applicable health codes;
- d. Direct and participate in maintaining discipline, order and security of the kitchen. Develop a schedule for maintenance of food service equipment;
- e. Project short-term food/supply needs based on inmate population. Inventory food supplies and purchase items from external vendors/suppliers. Recommend purchase of seasonal products;
- f. Prepare and maintain records or oversee the preparation of various reports regarding activities, problems and/or incidents including overall food/supply usage and staff/inmate worker schedules; and
- g. Make regular contacts with specialists, other security and administration staff/supervisors and outside vendors for the purpose of representing the facility's Food Service Manager at various meetings as needed and to discuss/resolve behavioral, personnel, security, timekeeping, medical and equipment issues/problems associated with the facility's food service operations.

Minimum Qualifications for Food Service Supervisors:

- a. Educational Background: Any course with subject on food service or involving hands-on cooking;
- b. Rank:
 - JO2-JO3 - Jail with 199 or less inmate population
 - JO3-SJO1 - Jail with 200- 499 inmate population
 - SJO1-SJO4 - Jail with 500-999 inmate population
 - SJO4-INSP - Jail with 1000-1499 inmate population
 - INSP-SINSP - Jail with 1500-2000 inmate population
 - SINSP-CINSP - Jail with 2000 and above inmate population
- c. Length of Service in the BJMP: at least 5 years;
- d. Performance rating: at least Very Satisfactory;
- e. Preferably female;
- f. Must have undergone thorough physical examinations and duly certified healthy by the Health Service Unit;
- g. Experience in food service work including large scale menu planning, procurement and preparation;

- h. Experience in the application of quality control standards pertaining to food services;
- i. General knowledge of principles of sanitation as it applies to food service;
- j. Ability to select foods for special or therapeutic diets;
- k. Experience in supervision;
- l. Knowledge of rules, regulations, policies and procedures pertaining to jail security;
- m. Ability to communicate effectively; and
- n. No relation with the Warden by affinity or consanguinity.

Term of Office of Food Service Supervisors:

A jail personnel may have two years to serve as Food Service Supervisor and shall afterwards be assigned on other jail functions. Just as with any other assignments, Food Service Supervisors can be relieved anytime under any of the circumstances cited under the section for Tenure of the Career Progression Program.

- 5. FOOD SERVICE SPECIALISTS** are responsible for purchasing small items not covered by bidding which are needed for the day/week, storage, inventory control, food preparation, quality control and cost control. Such tasks may be divided by the number of specialists. Therefore, there could be designations as Food Marketing Specialist, Food Processing Specialist and Food Quality Controller.

The number of specialists depends on the type of the jail facility. Jails with inmate population of 1,000 and up may have three, 500 to 999 at least two, 100 to 499 at least one; while those jails with 99 inmates and below may opt to have one or have such functions below be concurrently handled by the Food Service Supervisors:

- a. Receive general supervision from Food Service Supervisors;
- b. Purchase goods and supplies according to the prepared menu plans that conform to nutritional standards and meet medical, religious and specialized feeding programs;
- c. Develop standards for the processing, storage, inventory control and distribution of food;
- d. Direct the preparation and processing of meat, poultry, vegetables, and ingredients into meals;
- e. Supervise service workers for on-site coordination and overall food preparation activities including overseeing the work of food service assistants;
- f. Coordinate food preparation activities to ensure required amounts of foods are allocated for distribution;
- g. Conduct regular inventory and requisitions of supplies based on daily inmate population count;
- h. Ensure that the facility and food service area are operated in accordance with safety and sanitation standards required by applicable codes; and
- i. Review and evaluate the work of food service assistants.

Minimum Qualifications for Food Service Specialists:

- a. Educational Background: Any course with subject on food service or involving hands-on cooking;
- b. Rank: JO1 to JO3;
- c. Length of Service in the BJMP: at least 2 years;
- d. Performance rating: at least Very Satisfactory;
- e. Male or female;
- f. Must have undergone thorough physical examinations and duly certified healthy by the Health Service Unit;
- g. Experience in volume meal preparation and food service coordination activities;
- h. Experience in purchasing goods and food service activities;
- i. Knowledge of food service quality control standards;
- j. Knowledge of supervisory principles & practices; and
- k. Ability to communicate effectively.

Term of Office of Food Service Specialists:

A jail personnel may have two years to serve as Food Service Specialist and shall afterwards be assigned on other jail functions.

6. FOOD SERVICE ASSISTANTS are the cooks, food processors and handlers whose functions include the following:

- a. Prepare and cook meals;
- b. Apply food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards;
- c. Operate various commercial kitchen equipment such as dishwashers, ovens, toasters, meat slicers, choppers, deep fryers, food processors, steam pots, blenders and mixers;
- d. Maintain control of kitchen utensils, tools and equipment;
- e. Observe personal hygiene to maintain sanitary standards;
- f. Control garbage, prevent waste and pilferage of goods; and
- g. Observe jail security rules and regulations.

Minimum Qualifications for Food Service Assistants

- a. Hired workers or selected inmates;
- b. Have skills in cooking, meat processing and use of kitchen equipment;
- c. Female/Male; and
- d. Must have undergone thorough physical examinations and duly certified healthy by unit physicians.

VII. STANDARD OPERATING PROCEDURES:

A. Location for Food Services

1. If applicable, the preparation, storage and production of food shall be held outside jail premises to avoid direct communication with the dormitory and toilets of inmates in accordance with the structural requirements under Section 17 of Presidential Decree No. 856.
2. Secure sanitary permit for the premises used for food services.

3. The floor, walls, ceilings, lighting, ventilation and other features of the structure used for food services shall be in accordance with the sanitary code.

B. Preparation of Menu

1. There shall be an inmate representative in the preparation of the menu.
2. Review meal preparation to ensure that the nutrition contents are based on and follow the recommended daily nutritional requirements for normal healthy individuals.
3. Post weekly menu in the food production area.

C. Purchasing

1. Foods and quantities received shall correspond to what was ordered.
2. Perishables should be checked for freshness or bruising.
3. Canned foods should be checked for swelling or leaks.
4. Frozen foods should be checked for evidence of thawing.
5. Commodities that are found to be unsatisfactory and do not meet the standards prescribed must not be accepted and should be returned to the supplier for replacement.

D. Storage and Security of Food

1. All storerooms and refrigeration units shall be locked at all times except when receiving and issuing goods and supplies and access shall be limited to authorized workers only. The security keys for opening of the storerooms shall be kept in a secure location.
2. Regular inspection of the entire areas used for food service shall be undertaken to minimize the possible production of any unauthorized substances (brews, etc.).
3. Ensure that the water used for cooking and drinking is safe and potable; its source free from contamination;
4. Any discovery of theft of food must be reported immediately to the appropriate authorities;
5. Discontinuation of special diet should be reported to the Food Service Supervisor in order to stop stocking and production of specialty food items;
6. Careful attention shall be given to freezer and refrigerator temperatures;
7. Recommended temperatures for perishable food storage are:
 - a. frozen foods: not more than 10°F (2°C);
 - b. meat and fish: 32-38°F (0-3°C);
 - c. milk products: 40-45°F (5-7°C); and
 - d. fruits and vegetables: 44-50°F (7-10°C).

E. Production

1. Ensure that recipes are followed.
2. Raw fruits and vegetables shall be thoroughly washed before they are served.
3. Coordinate cooking activities to meet serving deadlines.
4. Adhere to the requirements of the religious, therapeutic and cyclic diet.

F. Distribution

1. Hand contacts with food or drink shall be avoided.
2. The surfaces of containers and utensils which come in contact with food and drink shall be kept free from any body contact except when cleaning them.
3. Serve food in a secure and orderly manner.
4. Serve on time.

5. Cooked food intended to be served hot shall be kept at a temperature not lower than 140°F (60°C).
6. Equitable distribution of food should be observed.
7. Avoid wasting of food.

G. Hygiene and Sanitation

1. Adhere to the sanitary standards in all aspects of the food services program.
2. All food service workers should undergo mandatory periodic medical examination to ensure that they are fit for work in the food service environment.
3. Conduct on-job-training of food service workers in the techniques on how to maintain proper sanitation and hygiene standards.
4. Personal hygiene checklist should be posted in the preparation and distribution areas.
5. Food service workers shall wear clean clothing, including caps or hairnets, apron or other authorized work attire. Such clothing should not be worn outside of the food service area.
6. Hand washing signs should be posted in proper and prominent areas such as in wash rooms, food production areas near the sinks or wash basins.
7. Observe proper hand washing before and after working, and after using the toilet.
8. Nails should be always clean and trimmed short.
9. Rings or jewelry that may constitute a health hazard shall not be worn.
10. Food service workers with the following conditions shall be referred to health services for treatment:
 - a. Uncovered, open, weeping skin lesion or wound;
 - b. Upper respiratory infection (colds, flu);
 - c. Gastro-intestinal infection (gastroenteritis, diarrhea);
 - d. Poor personal hygiene; and
 - e. Any other health problem that should be referred for treatment.
11. Apply measures to prevent food borne risk.
12. Ensure that all related equipment and facilities are in a hygienic condition and that proper procedures are being followed.
13. Eating and drinking utensils and equipment, after thoroughly cleaned, shall be immersed for at least half-a-minute in clean hot water at a temperature of at least 170°F (77°C) or 1 minute in lukewarm chlorine solution 50 ppm.
14. Food Service areas should be free of rodents, vermin, flies and other insects that are considered carriers of diseases.
15. Conduct weekly inspection on the food storage and distribution areas, using sanitation inspection checklist (Attachment FS Form -01 and 02).
16. Waste should be properly segregated and kept away from the food services area using closed containers.
17. Waste should be disposed daily.
18. Maintain sanitary drainage system.
19. Exercise universal precautions against infectious diseases.

H. Safety

1. All food service workers should be encouraged to discuss possible work hazards and be allowed to recommend remedies.
2. All food service workers should become familiar with all fire safety regularities and procedures.
3. No chemicals that are detrimental to health shall be kept in the area where foods are being prepared and distributed.
4. Ensure that proper control of knives, meat forks and other sharp instruments are in place.

5. All equipment should be regularly checked to ensure that they have not been altered, vandalized or stripped of parts (particularly electrical).
6. A mandatory daily monitoring report for 4 & 5 shall be maintained.
7. All incidents of equipment dysfunction or unauthorized alterations should be reported immediately.
8. Any deficiencies which may cause health or safety hazards are considered unacceptable and remedial action should be initiated immediately.
9. All incidents (NO MATTER HOW SMALL OR INSIGNIFICANT) shall be reported, recorded and corrected to prevent recurrence.

I. Inventory

1. Opening and closing inventory figures should be based on the results of an actual physical inventory of all foods stored at the end of each reporting month.
2. The opening inventory is the total value of the food inventory on-hand at the beginning of the reporting month. It should be equal to the closing inventory of the preceding month.
3. The closing inventory is the total value of the food inventory on-hand at the end of the reporting month.

J. Recording and Reporting

1. Keep records of the amount of food prepared, served, or distributed, and amount left over.
2. Count and record equipment, such as knives and chopping blades and food items should be maintained daily to monitor the equipment.
3. Log-in inmates work time.
4. Submit periodic report on the operation of the Food Service.

K. Inspection

1. The Regional Food Service Council shall conduct kitchen and quality assurance inspections in all jails under their jurisdiction, using FS Forms 01 and 02 (Attachments A and B).
2. The Food Service Manager or his/her Food Service Supervisor shall countersign each report form upon completion of inspection to signify his/her knowledge of the conduct of the inspection and of the findings contained thereof.
3. A Regional Food Service Operation Report shall be submitted monthly to the National Headquarters (Attention: Directorate for Inmates Welfare and Development) by each region based on the findings in the inspection reports conducted in jails under their jurisdictions.

L. Auditing

1. Each of the ISA receiving officer shall keep a copy of the ISA Flow Monitoring Sheet (Attachment C: FS Form-03) for inspection and auditing purposes.
2. Upon the transfer of ISA from one officer to another, accurate entries on the ISA Flow Monitoring Sheet shall be observed.
3. Since the ISA Flow extends up to its consumers, an expenditure report (Attachment D: FS Form 04) shall be made and will be submitted to the RFSC.
4. Any dubious entry on any of the forms shall be subject for investigation.

M. Monitoring

The Food Service Manager or Warden shall accomplish and submit monthly the Food Service Forms 03 and 04 to the RFSC. The RFSC shall review and evaluate these reports and shall take appropriate actions based on their findings. It shall submit report to the NFSC if such findings and actions taken

warrant the attention of the latter. The NFSC or the Internal Audit Service (IAS) may conduct field validation to evaluate the irregularities and recommend appropriate actions.

Food Service Form 3 and Food Service Form 4 submitted by the Wardens shall be kept by the Inmates Welfare Division of the Regional Office for reference and records purposes.

VIII. PENALTY CLAUSE:


Any violation of any provision of this guideline shall be penalized in accordance with the BJMP Administrative Disciplinary Machinery and Civil Service Laws and Regulations without prejudice to the institution of appropriate civil or criminal actions as warranted by evidence.

IX. REPEALING CLAUSE:

All circulars or issuances which are inconsistent with this directive are hereby rescinded or modified accordingly.

X. EFFECTIVITY:

This policy shall take effect immediately.


ROSENDO M. DIAL, CESO III
Jail Director (DSC)
Chief, BJMP