

**DHS-PB-2024-008**

<b>Subject:</b>  Food and Nutrition Policies for Providing Safe and Nutritious Meals in the Department of Homeless Services (DHS) Shelter System	<b>Applicable To:</b>  All directly operated and provider-operated facilities serving individuals and families experiencing homelessness	<b>Issued:</b>  May 30, 2024  Obsoletes Provision of Food Service in Adult Services and Family Services ( <b>96-001</b> ), Religious Diets for Clients ( <b>08-090</b> ), and Food and Nutrition Policies ( <b>DHS-PB-2019-023</b> )
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## Introduction

The New York City Department of Homeless Services (DHS) is committed to providing high quality, nutritious, and safe meals to our clients. Foodborne illness, obesity, and heart disease are conditions that are impacted by the food a person consumes.

The purpose of this procedure is to provide guidelines for shelters to ensure shelters/sites meet the sanitation code and food standards set forth by the Department of Health and Mental Hygiene (DOHMH), United States Department of Agriculture (USDA), and Title 18, Parts 491.17 and 900.17 of the New York State Codes, Rules and Regulations. Facilities must follow the guidelines in this procedure.

## Background

Foodborne illness is a serious health concern. The CDC estimates that each year roughly 1 in 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases.

High-risk populations are more likely to become seriously ill, or die, if they are infected with a foodborne illness. High-risk populations include the elderly, children, pregnant women, and people with a suppressed immune system.

It is important to follow the food safety regulations provided by the NYC Department of Health and Mental Hygiene (DOHMH) to prevent food borne illness.

## Definitions

- *Shelter/ sites staff*: Social services staff or operations staff at DHS directly operated and provider operated facilities.
- *Contagious illness*: Includes diseases which are transmitted to other people either by physical contact with the person who has the disease, or by casual contact with their secretions or objects touched by them, or an airborne route.

## Applicability

The instructions in this procedure apply to all DHS directly operated or provider operated facilities including intake and assessment, shelters, safe havens, and drop-in-centers.

# 1. Employee Hygiene and Food Safety

## 1.1 Food Service Employee Health, Personal Hygiene & Dress Code

### **Purpose:**

To ensure all DHS employees, provider-run facilities, and other employee members responsible for receiving, storing, preparing and/or distributing meals to DHS clients, maintain good personal hygiene practices and are in good health when distributing meals. Standards of personal hygiene are outlined in Article 81 of the [NYC Health Code: Food Preparation and Food Establishments and NYC Food Handler Guide](#).

### **Procedure:**

All employees must be in good health and compliant with work requirements and a dress code when serving food.

### **Work Restrictions:**

- Food service workers must be free from acute, infectious diarrhea, amebiasis, cholera, cryptosporidiosis, diphtheria, E. coli 0157:H7, giardiasis, hepatitis A, poliomyelitis, salmonellosis, streptococcal sore throat, superficial staphylococcal infection, tuberculosis, typhoid, or yersiniosis.<sup>0</sup>
- Food service workers are not permitted to work in a food service establishment with an infected boil or infected wound. All cuts and wounds that are not infected must be completely covered by a waterproof bandage.
- Employees handling food must report to the manager any infectious disease or symptoms like vomiting and diarrhea. Managers must ensure that employees with these symptoms are excluded from working with, or around, open food. Managers must ensure that employee with these symptoms are excluded from working with, or around, open food.

### **Work Requirements:**

#### **Hair Restraints**

- Hair restraints (caps, hats, hairnets, beard guards, or other hair covering) must be always worn in the kitchen.
- Hair restraints must effectively keep hair from contaminating food or food contact surfaces.

#### **Glove Use**

- Gloves must be worn when handling any ready to eat food.
- Gloves must be worn and changed appropriately according to food safety and infection control standards.
- Employees must not touch anything else with their gloves while food is being prepared. For example, an employee should not open a refrigerator door with a gloved hand and return to preparing sandwiches.

- Employees must remove gloves, wash hands with soap, and put on a new pair of gloves each time they:
  - Leave a food station;
  - Change a task;
  - Touch an item other than food being prepared; and
  - After four hours of a continuous task.

#### Shoes:

- Employees must wear sturdy shoes to prevent slips, falls, trips, burns, and cuts.
- Shoes must cover the entire foot and be made from non-permeable material or leather sneakers.
- For safety, all shoes should have slip-resistant or rubber soles.

#### Dress Code:

- Pants must be full length. Ankle length or crop pants are not permitted.
- Sleeveless shirts and tank tops are not permitted.
- Remove aprons, smocks, and chef coats when leaving food prep areas.
- Used or dirty aprons, smocks, and chef coats must be replaced with clean ones as necessary to prevent contamination of food or food contact surface from soiled clothing.

#### Jewelry:

- Food service employees preparing or serving food should not wear jewelry. Jewelry can hide food particles and germs that cause people to become sick.
- A medical ID bracelet and/or smooth wedding band is acceptable.

#### Nails/ Polish:

- Fingernails may be no longer than ¼ an inch in length.
- Fingernail polish and artificial nails are not permitted when working with exposed food.
- Employees with fingernail polish or artificial nails must wear intact gloves.

#### **Personal Hygiene Checklist**

At the beginning of each workday, ask yourself the following questions:

- Did I shower or take a bath before coming to work?
- Am I sick with fever, cold, or diarrhea?
- Do I have infected cuts or burns?
- Are my nails clean, trimmed, and free of nail polish?
- Are my apron and clothing clean?
- Did I remove my jewelry?
- Am I wearing my hat, cap, or hairnet?

#### **The Don't Habits**

- Don't smoke or use tobacco in any form in the food preparation area.
- Don't work when you have a fever, cough, cold, upset stomach, or diarrhea.
- Don't store personal medication among food.
- Don't work if you have an infected, pus-filled wound.
- Don't substitute hand sanitizer for hand washing. Use hand sanitizer in addition to proper hand washing.
- Don't spit while preparing food.

Eating, drinking, and smoking:

- Food service workers shall not eat or drink in a food preparation area where food, equipment, and utensils may be exposed to contamination. Food workers may drink from beverages in closed containers.
- Food service workers shall not smoke in the food preparation area or indoors at all.

## 1.2 Handwashing

**Purpose:**

Good hand hygiene is a critical step to avoid spreading germs.

**Procedure:**

Handwashing sinks must be in the correct location, have the necessary supplies available, and utilized frequently. Food workers and other employees shall wash hands and exposed areas of arms thoroughly with soap and water before starting work and as often as necessary to remove oil substances leading to contamination. Gloves must be worn when handling ready to eat food.

Location and Set Up

1. Employees may not wash their hands in a sink used for washing dishware, food service, or disposal of dirty water.
2. Handwashing sinks must be:
  - A single sink dedicated solely for employee handwashing.
  - Easily accessible for all food handlers and near the workstation where bare hand contact procedures are conducted.
  - No more than 25 feet from any food preparation, service, or ware washing area or in a location approved by DOHMH.
  - Equipped with soap or detergent, single use disposable towels or mechanical drying devices, with a trash receptacle for disposable items.

**Note:** If a separate sink for a location not preparing food is not available, an evaluation of the location must be performed with DOHMH, and a solution found.

3. Employees washing their hands should have access to towels without risk of recontamination of hands.

**Method for appropriate hand washing:**

1. Wet hands with clean running water (warm or cold) and apply soap.
2. Lather hands by rubbing them together. Be sure to lather the backs of the hands, between fingers, and under nails.
3. Lather generously up to the elbows.
4. Use a nail brush on fingernails.
5. Scrub hands for at least 20 seconds. Hum the “Happy Birthday” song from beginning to end, twice.
6. Rinse hands well using clean, running water.
7. Dry hands using a clean, disposable towel or air dryer.

**Always Wash Hands After**

Hands must be thoroughly washed with soap after:

1. Using the lavatory
2. Smoking or using electronic cigarettes
3. Sneezing
4. Coughing
5. Eating
6. Drinking beverages
7. After soiling hands and before returning to work
8. Before putting on gloves that are a barrier to protect ready-to-eat food from bare hand contact

**1.3 Food Service Establishment Permits and Staffing****Purpose:**

A Food Service Establishment is a place where food is provided for individual portion service directly to the consumer, whether the food is provided free of charge or sold, and whether the food is consumed on or off the premises.

All shelter/sites preparing, storing, heating, and/or distributing meals will obtain the appropriate food service establishment permit and meet all NYC Food Sanitation Codes.

**Procedure:**

All shelter/sites will obtain appropriate food service establishment permits, undergo unannounced inspections at least annually by DOHMH, and will communicate inspection results to the DHS Program Administrator, the Director of Administrative Contracts (“Admin Contracts”), and the Department of Homeless Services’ Nutritionist (“Nutritionist”). All shelters/site will upload a copy of the Food Service Establishment Permit to the Building Compliance System (BCS) and display the permit in a visible location in the food service area. All shelter/sites will ensure that a certified NYC food handler is present during all hours of the food service operation and when receiving meal or food ingredients.

**Shelter/Sites are required to obtain a food service establishment permit if:**

- Meals are prepared on site;
- Cold pans of food are delivered, then heated, and portioned by shelter employees;
- Hot pans of food are delivered, then portioned by shelter employees;
- Hot, individual, prepackaged meals are served by shelter employees;
- Cold, individual, prepackaged meals are heated and served by shelter employees; and/or
- Cold, individual, pre-packaged meals are heated by clients.

NYC Food Handler:

- A certified food handler must be present during all hours of a meal service operation.
- A food service supervisor or person-in-charge must be trained in food protection, such as the NYC Food Handler Course.<sup>1.32</sup>
  - DHS staff can contact the Admin Contracts to schedule food handler training or take the course online.
- Employees responsible for receiving, storing, preparing, heating, and/or serving food items or meals must obtain a NYC Food Handler certification or a Food Handler must be present to supervise during all hours of operation.

**1.4 Establishing Meal Service at New Locations****Procedure:**

DHS Program (shelter operations, shelter intake & assessment, and Street Homeless Solutions) staff must notify Admin Contracts and the Nutritionist 30 days prior to a new meal service location opening.

**Meals provided to facilities through the Administrative Contract Unit:**

The DHS Administrative Contracts (“Admin Contracts”) unit acts as the food service contract manager for facilities that receive meals from the Department of Homeless Services. The Admin Contracts team works with program staff to develop a scope of services for the Food Service Contract(s) which are awarded in accordance with the rules and regulations of the Procurement Policy Board.

DHS contracts with a firm(s) to prepare and provide meals, which staff receive and store appropriately and serve at prescribed temperatures to clients at designated mealtimes.

For any meal provided by a DHS meal service contract, the following information must be included in the operating plan:

1. NYC Food Service Establishment Permit;
2. Any other Federal, State, or City Food Service Establishment Permits (e.g., the New York State Department of Agriculture and Markets Food Establishment Licenses);
3. Copies of employee Food Safety Training Certifications. **Note: Food Safety Training Certifications must also be uploaded to BCS. (For instructions see BCS Food Services Job Aid);**
4. Meal service plans including how meals will be stored, heated, and distributed;
5. Plan for monitoring discarded food;
6. List of items required for meal service, including refrigerators, warming ovens, microwaves, and/or freezers;
7. A written plan accommodating religious and medically prescribed diets.



**Meal service administered by shelter provider's contracted food vendor:**

Programs must follow Procurement Policy Board rules regarding competitive bidding and submit information to the ACCO for approval. Providers must indicate in their subcontracts that food vendors must provide meals that are compliant with the NYC Food Standards. Each provider must submit electronic copies of the following information and must include in the shelters operating plan:

1. The Food Service Establishment Permit;
2. Any Federal, State, or City Food Service Permits;
3. Copies of employee Food Safety Training Certifications. **Note: Food Safety Training Certifications must also be uploaded to BCS. (For instructions see BCS Food Services Job Aid (Attachment A));**
4. A meal service plan including meal storage, heating, distribution, and monitoring of discards;
5. A list of items required for meal service, including refrigerators, warming ovens, microwaves, and /or freezers;
6. A copy of service solicitation;
7. A copy of all bids received;
8. A 4-week cycle menu;
9. The nutrition analysis for the 4-week menu;
10. A vendor food security policy;
11. A list of food vendors/distributors;
12. A written plan accommodating religious and medically prescribed diets.

**1.5 Inspections****Purpose:**

To establish communication and reporting guidelines between shelter/site directors or designee and DHS.

**Procedure:**

Internal and external inspections must be communicated to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist.

**Inspections:****Completed by external agencies and shelter/site responsibilities.**

- Report all food service and nutrition related inspections completed by other agencies (DOHMH, OTDA, etc.) to the DHS Program Administrator, the Administrative Nutritionist and Admin Contracts within 24 hours.
  - The shelter/site employee must send a copy of the inspector's report to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist within two business days.
  - Shelter/site employees must copy the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist on corrective action plans sent to external agencies. If a corrective action plan is required by the external agency, the shelter/site must submit their corrective action plan to DHS within 14 business days or within the period determined at the exit conference.

Completed by Shelter/ Site internal employee:

- All DHS directly run and contracted programs will have a food service inspection conducted annually by DHS Facility Maintenance Department or the Admin Contracts team, using the Routine Site Review Inspection (RSRI) form (Food Inspection portion) and provide the director with a summary of findings as outlined in the **Facility Inspection Policy DHS-2020-016**.
- If a Corrective Action Plan (CAP) is required, it shall be submitted according to the **Facility Inspection Policy DHS-2020-016**.

Food Safety Quality Management

## A) Shelter Director or Designee will:

- Develop and implement procedures to ensure meals meet food safety standards outlined in NYC, NY State, and FDA food sanitation codes.
- Complete a kitchen/food safety inspection using the [DOHMH Self-Inspection Worksheet](#) once a quarter. Keep a copy on file at the location.
- Ensure all logs and quality tests are completed, reviewed and corrective action plans are developed if needed.

## B) Administrative Nutritionist will:

- Provide technical assistance to shelters/sites and DHS employees on monitoring food sanitation practices.
- Provide technical assistance to DHS and provider employees regarding quality monitoring programs.

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## 2. Facility Deliveries and Storage

### Background

Good food safety management begins where food delivery ends, at the delivery bay. Many things can and do happen along the miles between the supplier's gates and the shelter, safe haven, drop-in, or intake/assessment's doorsteps: the food items could get contaminated because they were improperly sealed, or they could spoil because the delivery van's refrigeration failed while in transit. Given these uncertainties and the prevalence of food-borne illnesses, the food manager should not only know the procedure for receiving food safely but also know when to reject food deliveries.

### 2.1 Process for Ordering Food for Facilities Served by DHS Administrative Contracts

The facility director or designee is responsible for establishing standing meal orders in conjunction with the Administrative Contracts unit including ensuring special diet meals are available. The food service vendor delivers meals.

The facility director or designee is responsible for monitoring and adjusting the number of meals ordered due to census and/or population change (see also section 6.1 Meal Forecasting/Projections). If the director or designee needs to change the meal order, they must email a **Meal Change/Special Occasion Order Form (DHS-144)** to Administrative Contracts at [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov) at least twenty-four (24) hours in advance to request a change to the next day's meal order. Changes to quantities of 20% or more require approval.

In the event food is being discontinued due to changes in shelter assignment or closure, facilities must provide two weeks' notice to allow the vendor to adjust the contract requirements.

### Infant Formula and Baby Food

To order infant formula or other baby food, a facility director/designee and/or Program Administrator/supervisor must email [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov) and the Administrative Contracts team will provide the corresponding form to be filled out (e.g., **Dhall Baby Food/Baby Formula Request Form (DHS-155)**, **Riviera Hospitality Group Baby Food/Baby Formula Request Form (DHS-156)**, or **Whitson Specialty Meal and Baby Food/Baby Formula Request Form (DHS-157)**). All expedited requests must be submitted at least twenty-four (24) hours in advance. Facilities may not request these items directly from the food service contractor(s).

### 2.2 Receiving Food Deliveries

#### Purpose

Employees must follow the guidelines outlined in the food handler-training guide to ensure that all food ingredients and meals received are of acceptable temperature and quality.<sup>2.11</sup> The first opportunity for a program to ensure that food is safe is at the point of receiving the food.<sup>2.11</sup>

**Procedure:**

Shelters/sites will designate an employee as a receiver(s) who had NYC Food Handler Training to receive and inspect food deliveries. An example of an appropriate monitoring tool can be seen in **Food Receiving Log (DHS-146)**.

**Temperature & Quality:****Ambient Temperature Ingredients:**

- Do not accept items with evidence of tampering.
- Do not accept any item with damage from moisture, signs of contamination, or signs of teeth marks.
- Do not accept any fruit or vegetable with signs of spoilage.
- Do not accept any can that is swollen or dented.
- For rejected items, the receiver must alert the person in charge of ordering or the supervisor to implement a CAP to obtain a replacement.

**Cold Ingredients and Meals:**

- Upon arrival of food deliveries, check the temperature of the delivery truck.
- Do not accept refrigerated items above 41°F.
- Do not accept frozen items that are defrosted or show signs of defrosting and re-freezing (example: has visible ice crystals).
- Choose one sample of each cold item delivered and record the temperature on a receiving log.
- Placing the thermometer in the thickest section of the item to record temperature.
- If the item cannot be opened/punctured (e.g., vacuum-packed meat) place the thermometer between two cold items.
- For rejected items, the receiver must alert the person in charge of ordering or the supervisor to implement a corrective action plan (CAP) to obtain a replacement.

**Hot meals:**

- Do not accept items with signs of contamination or teeth marks.
- Do not accept items under 140°F unless the item:
  - Is time stamped.
  - Was out of the heat source for less than 2 hours and the facility has the appropriate oven to reheat meals.
- Record the temperature of the hot item on a receiving log.
- For rejected items, the receiver must alert the person in charge of ordering or the supervisor to implement a CAP to obtain a replacement.

**Quantity:**

- Count food items or meals received and verify that the amount received is the same as the amount listed on the order slip.
- Report missing items to the person in charge of ordering or supervisor to implement a CAP.

### Process for Facilities Served by DHS Administrative Contracts

The facility director or designee should take the following steps:

- Ensure standing meal orders are received per delivery receipt and properly stored daily.
- Upon delivery, counts and inspects all cartons for quantity discrepancies, spoilage, or damage. At the time of delivery, any discrepancies, spoilage, or damages are notated on the vendor's delivery receipt and on the **Complaint Report (DHS-145)**, describing in detail:
  - Type and quantity of individual items not delivered.
  - Type and quantity of items spoiled or otherwise unusable.
  - Quantity accepted, if different from amount appearing on original delivery slip.
  - Rejected food should not be discarded, it should be photographed and returned to the vendor.
- Maintain the Food Receiving Log on site in the event of inspection or upon request.

If there is an issue with the delivery such as missing items or other discrepancies, email the **Complaint Report (DHS-145)** and the **Food Receiving Log (DHS-146)** to the contract manager at [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov) in the Admin Contracts Unit to implement a corrective action plan.

## **2.3 Storage of Ingredients and Meals**

### **Purpose:**

To ensure that all food ingredients and prepared meals are stored according to the United States Food and Drug Administration (FDA), New York State, and New York City food codes.

### **Procedure:**

Place food items or meals in the appropriate storage setting as soon as delivered.

### **Ambient Temperature Ingredients and Food Items**

- Store all items at least 6 inches above the floor.
- Store all items away from leaking pipes or any water.

### **Cold Ingredients and Meals**

- Store cold items in refrigerators at less than or equal to 41°F or lower.
- Store all items on shelves with ventilation to allow air circulation. Do not stack or place boxes too close to each other on the shelf.
- Store all items in accordance with food code guidelines to avoid cross contamination. See attached food storage chart.
  - Place ready to eat items above items that need to be cooked.
  - Place food items with the lowest internal cooking temperature above items that require a higher internal cooking temperature.
- Store all items at least 6 inches above the floor.

## **Frozen Ingredients and Meals**

- Frozen items are stored in freezers 0 °F or lower.
- All items are stored on shelves to allow airflow.
- All items are stored at least 6 inches above the ground in walk in freezers.

## **Hot Meals**

- Hot items are stored in the appropriate hot holding unit or steam table.
- Hot meals and meal components are held  $\geq 140^{\circ}\text{F}$ .
- The temperature of the hot food is checked as outlined in the temperature monitoring process.
- Record the temperature of all received hot items on the receiving log for hot food.

### **Refrigerator Food Storage Chart**

Refrigerator Storage Order	
Top Shelf	Ready-to-Eat Foods (including cheese, fruits, and vegetables) and fully cooked foods
	Uncooked Whole Fish
	Uncooked Whole Cuts of Beef and Pork
	Uncooked Ground Meats and Fish
Bottom Shelf	Uncooked Whole and Ground Poultry

## **3. Temperature Monitoring**

### **Background**

Keeping food at a safe temperature is a simple and effective way to protect clients from food borne illnesses. You cannot see, smell, or taste harmful bacteria, viruses or parasites that may cause illness. The only way to reduce pathogens in food to safe levels is to cook it to its minimum internal temperature. It is important the food manager ensures food items are cooked and maintained at the correct temperature, so food does not fall within the danger zone.

### **3.1 Heating and Reheating**

#### **Purpose:**

To ensure that all food ingredients and prepared meals are cooked and reheated according to the United States Food and Drug Administration (FDA), New York State, and New York City food codes.

#### **Procedure:**

Shelter/site employees must check the temperature of all hot items, including those prepared off site and heated by staff, to ensure food items reach a safe minimum internal temperature. If multiple individual frozen meals are heated, staff should draw a sample and check and record the temperature. **Final Temperature Log (DHS-147)** is an example of a log that can be used to monitor and record temperatures. Temperature will be monitored throughout meal service as outlined in Section 3.2 - [Monitoring Food Temperature at Meal Service](#).

### Meals Prepared at the Facility

- Prepare and heat meals to the appropriate temperature according to the NYC food code (see [Safe Minimum Internal Temperature Chart](#)).
- Check food temperature after preparation. If food is served immediately, this check is considered the temperature for the beginning of meal service. If food is not served within 30 minutes, check temperature again before meal service, as outlined in Section 3.2 - [Monitoring Food Temperature at Meal Service](#).
- Meals that are cooled, stored, and reheated must be reheated in accordance with the cold meals reheating process outlined in this procedure.

### Frozen Individually Packaged Meals Heated in the Oven

- Prepare frozen items according to the manufacturer guidelines.
- Heat frozen meals from the frozen or defrosted state. Acceptable defrosting methods include defrosting in the refrigerator or under cold running water.
- Heat meals to 165°F.
- Check meal temperature after heating. If the meal is served immediately, this check is considered the temperature at the beginning of meal service. If food is not served within 30 minutes, then check temperature again prior to meal service.

### Cold Meals Heated in the Oven

- Preheat oven according to recipe or food service vendor's guidelines.
- Remove cold food pans received from the vendor or prepared in advance at the shelter/site from the refrigerator and place in the oven.
- Heat meals to a minimum internal temperature of 165°F.
- Check meal temperature after heating. If food is served immediately, this check is considered the temperature for the beginning of meal service. If food is not served within 30 minutes, check the temperature again prior to meal service.

### Hot Meals Received Hot for Serving

- Check temperature of the hot meal when received as outlined in Section 2.1 - [Receiving Food Deliveries](#).
- Place batch catered meals that are received hot, directly in the oven or steamtable.
- Temperature of meal items must be 140°F for service.
- If food is served immediately, the temperature check when received is considered the temperature for the beginning of meal service. If food is not served within 30 minutes, check the temperature again prior to meal service.

### Frozen Individually Packaged Meals Heated in the Microwave

- Heat frozen items according to the manufacturer guidelines.
- Defrosting frozen meals in the refrigerator is an acceptable defrosting method.
- Heat frozen meals to 165°F.
- Heat a sample individually packaged meal and check the temperature of each component at the start of meal service. Shelter/site employees must complete this step if the employee or clients heat the meal.
- Provide instructions on proper heating.

### Safe Minimum Internal Temperature Chart

Safe steps in food handling, cooking, and storage are essential in preventing foodborne illness. You cannot see, smell, or taste harmful microorganisms that may cause illness.

Product	Minimum Internal Temperature	Rest Time
<b>Beef, Pork, Veal &amp; Lamb</b> Steaks, chops, roasts	145 °F (62.8 °C)	Allow to rest at least 3 minutes
<b>Ground meats</b>	160 °F (71.1 °C)	N/A
<b>Ham</b> , fresh or smoked (uncooked)	145 °F (62.8 °C)	Allow to rest at least 3 minutes
<b>Fully Cooked Ham</b> (reheating)	Reheat cooked hams packaged in USDA-inspected plants to 140 °F (60 °C) and all others to 165 °F (73.9 °C).	N/A
<b>All Poultry</b> (breasts, whole bird, legs, thighs, and wings, ground poultry, and stuffing)	165 °F (73.9 °C)	N/A
<b>Eggs</b>	160 °F (71.1 °C)	N/A
<b>Fish &amp; Shellfish</b>	145 °F (62.8 °C)	N/A
<b>All Leftover Food Items</b>	165 °F (73.9 °C)	N/A
<b>Casseroles</b>	165 °F (73.9 °C)	N/A

Reference:

[https://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct\\_index](https://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct_index)



### 3.2 Monitoring Food Temperature at Meal Service

**Purpose:**

To ensure that all food ingredients and prepared meals are held at the proper temperature in accordance with the Food Drug Administration (FDA), NY State, and NYC food codes.

**Procedure:**

Shelter/site employees must monitor the temperature of every food item served during the meal period three times, at the beginning, at the midpoint, and at the end of meal service. Meal temperatures and corrective action must also be recorded. **Meal Service Temperature Log (DHS-148)** is an example of temperature monitoring.

Hot meals

- All meals held hot must be at least 140°F at service.
- The temperature of every hot item must be checked at the start of service and halfway through meal service.
  - If the food items are less than 140°F halfway through meal service and less than 2 hours have passed from the time the meal or food was removed from the oven, the food items may be reheated to 165°F.
  - If the food items are less than 140°F and more than 2 hours have passed, the food must be discarded.

Cold Food

- All food items and meals held cold must be less than or equal to 41°F at service.
- The temperature of every cold item must be checked at the start of service and halfway through meal service.
  - If the food items are greater than 41°F halfway through meal service and less than 2 hours passed from the time the meal was removed from the refrigerator, the food items may be cooled to less than 41°F.
  - If the food items are greater than 41°F and more than 2 hours have passed, the food must be discarded.

### 3.3 Monitoring Refrigerator and Freezer Temperature

**Purpose:**

To ensure that all food ingredients are stored at the proper temperature to reduce bacteria growth.

**Procedure:**

The temperature of each refrigerator will be checked twice daily.

**Refrigerators**

- Each refrigerator will have a working thermometer inside the refrigerator by the door, which is the warmest section of the fridge.
- Thermometers should be easily accessible to monitor the temperature.
- Monitor temperature twice a day.
- Record temperature at the beginning of the first AM shift and at the end of the last PM shift. The **DHS Refrigerator Temperature Recording Log (DHS-149)** is an example of a log to monitor temperature.
- Temperature must be less than or equal to 41°F.

**Freezer**

- Each freezer will have a working thermometer located inside the freezer by the door, which is the warmest section of the freezer.
- Thermometers should be easily accessible to monitor the temperature.
- Monitor temperature twice a day.
- Record temperature at the beginning of the first AM shift and at the end of the last PM shift. **Freezer Temperature Recording Log (DHS-150)** is an example of a log used to monitor temperature.
- Temperature must be less than or equal to 0 °F.

**3.4 Thermometer Availability and Usage****Purpose:**

To ensure all meals provided are heated and/or held at the appropriate temperature to prevent foodborne illness.

**Procedure:**

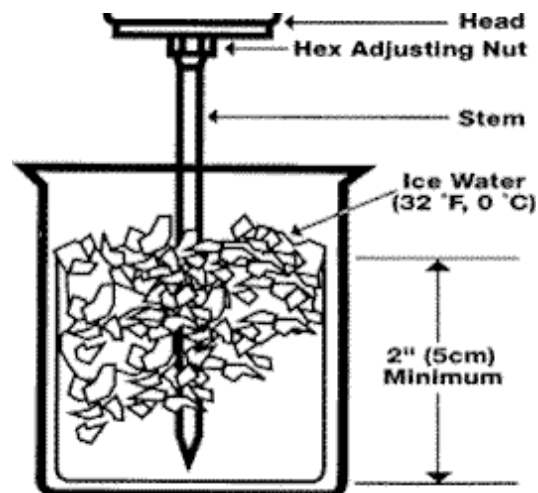
- All employees responsible for preparing, heating, or reheating meals must have a thermometer or access to a thermometer.
- Thermometers must be calibrated before each shift using approved ice-point method or boiling-point method. (See Thermometer Calibration Methods on next page.)
- The thermometer stem must be wiped with alcohol wipes or food grade sanitizer between each food item and after each use<sup>3,41</sup> and when checking food items within the same period.

## **Thermometer Calibration Methods**

### **Ice-Point Method of Calibration:** (See Figure 1 below)

1. Fill a container with ice and water to make a 50/50 ice-water slush.
2. Stir the ice-water slush.
3. Completely submerge the thermometer probe in the ice-water slush.
4. Do not touch the sides or the bottom of the container with the thermometer.
5. Wait until the indicator needle stops moving, then record the temperature.
6. If the temperature is 32°F, do nothing, the thermometer is accurate.
7. If the temperature is not 32°F, rotate the hex-adjusting nut until the indicator needle is at 32°F.
8. If using a digital thermometer, follow the instructions from the manufacturer.

**Figure 1: USDA Kitchen Thermometers: Ice-Point Method of Calibration**



### **Boiling-Point Method of Calibration:**

1. Bring water to a boil.
2. Completely submerge the thermometer probe in the boiling water.
3. Do not touch the sides or the bottom of the pot with the thermometer.
4. Wait until the indicator needle stops moving, then record the temperature.
5. If the temperature is 212°F, do nothing the thermometer is accurate.
6. If the temperature is not 212°F, rotate the hex-adjusting nut until the indicator needle is at 212°F.

### 3.5 Cooling Process for Hot Food

**Purpose:**

To ensure that all food ingredients and prepared meals are cooled according to the FDA, NY State, and NYC food codes to limit the amount of time food spends in the danger zone, between 40°F to 140°F where bacteria grow quickly.

**Procedure:**

Shelter/site employees must check the temperature of all items being cooled to ensure food items reach a safe minimum internal temperature. Monitor temperature throughout the cooling process at the beginning of the cooling process, 2 hours after the start of the cooling process, and 4 hours after the start of the cooling process. Record temperatures measured during the cooling process. **Cooling Log (DHS-151)** is an example of a log used to monitor temperature.

Foods removed from cooking or hot holding that require refrigeration must be rapidly cooled from 140°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours after cooking or removal from hot holding.

To cool food, place containers of food in an ice bath, a rapid chill unit, or add ice to the food.<sup>3.53</sup> Other practices to enable food to cool quickly include:

- Placing the food tray in shallow pans or containers (pans that are less than 4 inches in height); and/or
- Dividing foods into smaller or thinner pieces or portions; and/or
- Using containers made of materials that facilitate heat transfer such as metal; and/or
- Stirring foods that are liquids or semi-liquid; and
- Arranging containers in refrigerators to provide maximum heat transfer through container walls, not stacking or nesting; and
- Keeping containers loosely covered or uncovered if protected from overhead contamination.

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## 4. Food Safety and Sanitation

### 4.1 Washing Equipment, Dishes, and Utensils

#### **Purpose**

To ensure all cooking and serving utensils are washed and sanitized in accordance with the Food Drug Administration (FDA), NY State, and NYC food codes.

#### **Procedure:**

All food service items are properly washed and sanitized by the shelter/site employee.

#### **Hand washing**

Employees may NOT wash their hands in a sink used for dish washing, food production, or service.<sup>4.11</sup> Handwashing guidelines are outlined in process #2 “Handwashing,” unless DOHMH granted an exception to the sink location. See Figure 1 “Approved Method for Handwashing Dishes and Utensils.”

#### **Manual Washing**

A three-compartment sink must be used when washing and sanitizing equipment, dishes, and/or utensils by hand. One compartment is used for washing, one for rinsing, and one to sanitize (see figure 1 below).

When manually washing items, take the following steps:

1. Wash item in the first compartment in a detergent solution
2. Rinse item with clean hot water in the second compartment
3. Sanitize item in the third compartment with a chemical sanitizing solution or hot water.
  - Check the concentration of the sanitizer each time the solution is prepared using the appropriate testing strip.
  - Food debris affects the concentration of the sanitizer, check the concentration halfway through dishwashing.
  - Change the sanitizing solution if the concentration is not within the manufacturer’s defined PPM range, 50 PPM for bleach and water solutions, or if water looks polluted with food debris.
  - Record sanitizer concentration. **DHS Manual Warewashing Sanitizer (Manual Dishwashing) Log (DHS-154)** can be used to record sanitizer concentration.

**Figure 1: Approved Method for Handwashing Dishes and Utensils****Sanitizing:**

Acceptable sanitation methods include:

- Immersion for at least 30 seconds in clean hot water at a temperature of not less than 170 °F.
- Immersion for at least one minute in a clean solution containing at least 50 parts per million of chlorine at a temperature of at least 75°F. See figure 2 below.
  - This solution can be made using regular household bleach (5.25% Sodium Hypochlorite).
- Immersion for at least one minute in a clean solution containing at least 12.5 parts per million (ppm) of iodine, having a pH not higher than 5.0 at a temperature of at least 75°F.
  - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion for at least one minute in a solution containing 200 ppm of quaternary ammonium at a temperature of at least 75°F.
  - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion in a solution containing any other food grade chemical sanitizing agent that provides the equivalent bactericidal effect of a solution containing at least 50 ppm of available chlorine as hypochlorite which has been held at a temperature of at least 75°F for one minute.

**Figure 2: Sanitizing Solution Concentrations**

<i>Chlorine Strength (Concentration)</i>	<i>Amount of Bleach</i>	<i>Amount of water</i>
50 PPM	1/2 Oz.	1 gallon
100 PPM	1 Oz.	1 gallon
200 PPM	2 Oz.	1 gallon

**Mechanical Washing and Sanitizing**

- High Temperature machines

A high temperature machine must have a working thermometer to ensure all food contact surfaces achieve a surface temperature of at least 160°F.

- Employees will:
  - Check the temperature of the dish machine during each use by reading the temperature gage on the machine.
  - Log temperatures. **DHS High Temperature Dishwasher Log (DHS-152)** is an example of a log used to record the temperature.

- Chemical Sanitizer

A low temperature dishwashing machine using a chemical sanitizer requires a test kit or other device to manage the concentration of the solution.

- Food service employees will check the concentration of the sanitizer in the sanitizing solution and the pH level of sanitizer during each use with a test kit or manufacturer recommendations to ensure the sanitizer is at the appropriate concentration.
- Record concentration and pH level. **DHS Low Temperature Sanitizing Dishwasher Log (DHS-153)** is an example of a log to record temperature.

**Drying Items**

- All items must be allowed to drain and air dry before they are stored.
- Cloth drying is prohibited.

## 4.2 Sanitizing Surfaces

### Purpose:

To ensure that all food contact surfaces are cleaned and sanitized in accordance with the FDA, NY State, and NYC Food Codes.

### Procedure:

All food contact surfaces, including food contact surfaces on equipment and utensils shall be clean and kept free of dust, dirt, food residues, grease deposits, and other contaminants. Food contact surfaces must be cleaned and sanitized using soap and water and a sanitizing solution.

### Frequency:

- Before each use with a different type of raw animal food such as beef, fish, lamb, pork, or poultry.
- Each time there is a change from working with raw to working with ready to eat food.
- As necessary to prevent accumulation of dirt, molded encrusted food, grease, or other substances or whenever contamination may have occurred.

### Cloths used for sanitizing:

- Cloths used for the cleaning and sanitizing of food contact and non-food contact surfaces shall be stored clean and dry, or in a sanitizing solution between uses.
- Moist cloths used for wiping food spills from kitchenware and food contact surfaces are used only for this purpose and are stored in a sanitizing solution between uses.
- Moist cloths used for wiping non-food contact surfaces are used for this purpose only and are stored in a sanitizing solution between uses.

### Appropriate Sanitizing Methods:

Acceptable sanitation methods include:

- Immersion for at least 30 seconds in clean, hot water at a temperature of not less than 170 F.
- Immersion for at least one minute in a clean solution containing at least 50 ppm of chlorine at a temperature of at least 75°F. (Refer to Figure 2, section 4, Sanitizing Solution Concentrations.)
- Immersion for at least one minute in a clean solution containing at least 12.5 ppm of iodine, having a pH not higher than 5.0 at a temperature of at least 75°F.
  - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion for at least one minute in a solution containing 200 ppm of quaternary ammonium at a temperature of at least 75°F.
  - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion in a solution containing any other food grade chemical sanitizing agent that will provide the equivalent bactericidal effect of a solution containing at least 50 ppm of available chlorine such as hypochlorite which, held at a temperature of at least 75°F for one minute.



- Treatment with culinary-quality steam in the case of equipment too large to sanitize by immersion, but in which steam can be confined.
- Swabbing a fixed equipment with a solution of at least twice the strength required for that sanitizing solution when used for immersion.
- Chemicals, sanitizers, and antimicrobial agents approved by the U.S. Environmental Protection Agency.
- A test kit must be used to measure the concentration, in ppm (ppm), of the chemical sanitizing solution used.

### 4.3 Cleaning and Maintaining Cutting Boards

#### Purpose:

Cutting board maintenance must be in accordance with NYC, NY State, and FDA Food Codes to prevent contamination. Cutting boards that are scratched or scored may be difficult to clean and sanitize, resulting in pathogenic microorganism accumulation.

#### Procedure:

Cutting boards and blocks must be maintained and properly sanitized. Error! Reference source not found. Scratched and/or scored cutting boards should be discarded. Error! Reference source not found.

- To control the potential for cross contamination, color-code cutting boards to distinguish between raw animal food and ready-to-eat products.
- The surface of the cutting block/board must be maintained in a smooth clean condition.
- Cutting boards/blocks must be replaced or resurfaced if they can no longer be effectively cleaned and sanitized.
- Wash, rinse, and sanitize cutting boards when changing from raw to ready-to eat food, and in between preparing different types of raw meat, fish, and poultry.
- Sanitize the cutting boards using methods approved by the Department of Health.

### 4.4 Serving Food and Maintenance of Dining/Kitchen Areas

Directors must designate staff responsible to follow this DHS policy. In addition to DHS policy, the designated staff is also responsible to ensure:

- The disposal of garbage and waste materials promptly on a regular basis. Garbage must not be allowed to accumulate and must be disposed of promptly in accordance with health and sanitation rules.
- When the dining room closes, all food that has not been consumed is disposed of promptly, and foods that were removed from the refrigerator during the meal is also disposed of.
- That no food remains on site for more than 24 hours, regardless of its condition.
- Facilities served by Admin Contracts must email [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov) to request the repair or replacement of equipment provided by the food vendor. For all other equipment issues, those facilities should contact the department responsible for providing that equipment.

## 5. Menus and Nutrition

### Purpose

DHS is committed to providing high quality, nutritious, and safe meals to our clients. Foodborne illness, obesity, and heart disease are conditions that are impacted by the food a person consumes. The purpose of this procedure is to provide guidelines for shelters to ensure shelters/sites provide meals in accordance with the New York City Food Standards ([NYC Food Standards](#)) and/or clients religious and medically prescribed diets.

### Background

Obesity is a risk factor for many health conditions including diabetes, cardiovascular disease, and hypertension. In New York City, obesity is an epidemic, more than half of adult New Yorkers are overweight (34%) or obese (22%). The rate of childhood obesity is rising in parallel with the adult rate. Nearly half of all elementary school children and Head Start children are not at a healthy weight. The [NYC Food Standards](#) aim to reduce the prevalence of chronic disease, such as obesity, diabetes and cardiovascular disease, by increasing access to healthy foods and improving dietary intake.

### 5.1 Food and Nutrition Notification to Client

#### Purpose:

To ensure clients are made aware of the food services available and the procedures to file a complaint.

#### Procedure:

The following information must be made available to clients via a sign posted in a conspicuous area, and a flyer in the welcome package:

- Schedule for meal service;
- Location of menu;
- Process for clients to request a “to-go” meal;
- Process for clients to request a saved plate;
- Process for clients to request a medically prescribed diet or religious accommodation;
- Process for clients to submit a food complaint and/or grievance.

## 5.2 Meal Service Notification Sample

### Important Food and Nutrition Information

DHS strives to provide you with meals that are nutritious and meet the [NYC Food Standards](#).

Meal Schedule at \_\_\_\_\_ Shelter

Breakfast Time: \_\_\_\_\_

Lunch Time: \_\_\_\_\_

Dinner Time: \_\_\_\_\_

The current menu is located at: \_\_\_\_\_

The shelter staff and/ or case worker can help you request:

- A “to-go” meal if you will be off site during meal service
- A saved plate if you will be returning after meal service
- A reasonable accommodation for a medically related diet
- An accommodation for a diet in observance of a religious practice

If you would like to submit a complaint and/or grievance about the meals or meal service, you can contact:

- The shelter director
- The DHS Ombudsman Unit
- The DHS Analyst or Administrator

## 5.3 **Menus and Meal Service Schedule**

### **Purpose:**

To ensure that a menu is developed and provided within the timeframe outlined in regulation 18 NYCRR § 491.17 or 900.17. All menus must meet all the requirements outlined in the [NYC Food Standards](#).

### **Procedure:**

- Meal service schedules must be posted for clients in a conspicuous location.
- No more than 15 hours shall elapse between service of the evening meal and breakfast the next morning.
- Staff must record mealtimes each day. This information may be recorded along with other information or on a separate log.
- The menu will be planned and posted for clients at least two weeks in advance at facilities with 41 beds or more.
- The menu will be planned and posted at least three days in advance at facilities with 40 beds or less.
- All shelter/sites must consult with a dietitian to create menus and a nutrient analysis report and send both to the DHS Nutritionists to be reviewed and approved before implementing a new menu cycle.
- Admin Contracts will provide menus for facilities where DHS supplies meals.

## 5.4 Menu Portions

### Purpose:

To ensure meals are served in accordance with [NYC Food Standards](#) and are consistent with the approved menu and nutrient analysis.

### Procedure:

Meals portions must be consistent with approved menus.

### Meal Service:

- Each facility will plan a menu in accordance with NYC Food Standards.
- Prepackaged meals will be served intact.
- Portioned serving utensils will be available to employees if meals are portioned at meal service.
- A portioned serving utensil will be available for each item on the menu.
- Prepackaged beverages, condiments, and desserts will be served in accordance with the portion specified on the menu.
- All menus will list portion and/or serving size for employees and clients.
- Portion size will be checked by shelter/site employees when monitoring quality. **Food Quality Test Tray Form (DHS-143)** is an example of a quality monitoring tool.

### Double Portions:

- Clients on a medically prescribed diet must have a physician's note and a reasonable accommodation request for double portions at meal service. Refer to section 5.5 "Medically Necessary Diets and Food Allergies" and DHS procedure Interim Reasonable Accommodation Request Process (DHS-PB-2022-002).
- If there are left over meals or food ingredients at the end of each meal, second portions may be offered to all clients on regular diets.

## 5.5 Medically Necessary Diet Needs and Food Allergies

### Purpose:

To ensure that clients are provided meals appropriate for their medical needs, including the mandated availability of the following meals: heart-healthy, carbohydrate consistent, renal for dialysis, gluten free, and puree diets.

### Procedure:

- All shelters/sites must accommodate medically necessary meals and food allergies.
- Shelters must follow the procedure for Reasonable Accommodation Requests and Reasonable Accommodation Procedure for Clients with Disabilities:
  - Reasonable accommodation requests must be entered and tracked in DHS' Reasonable Accommodations Management System (RAMS);
  - Shelter must check CARES and/or RAMS for any dietary meal reasonable accommodations the client may have; and,
  - Shelter must assist client with requesting for medically necessary diet.

- Meals that meet a client's medically required dietary restriction will be granted provisionally pending a determination.
- Shelter/site employees will communicate the request to the employee preparing meals or food service vendor.
- If a shelter/site cannot provide appropriate meals, the shelter/site will alert the Program Administrator to determine appropriate next steps.

## 5.6 Religious Preferences and Other Diets

### Purpose:

To ensure clients are provided meals consistent with their religious beliefs.

### Background

DHS shall provide a religious accommodation regarding meals for clients residing in a DHS facility conforming to the strictures of their religious beliefs. In accordance with 18 NYCRR § 303.1(a), "No social services district or any member of its staff shall establish or apply any policy or practice which would have the effect of discriminating against an individual because of race, color, national origin, age, sex, *religion*, or handicap." (emphasis added)

### Procedure:

- Any individual or family in a DHS facility expressing a sincerely held belief in a religion shall be provided with three nutritious, well-balanced meals daily, in conformance with their religious dietary needs. To determine whether an individual's belief is religious and not purely social, political, or moral, "there must be some reasonable possibility 1) the conviction is sincerely held and 2) that it is based upon what can be characterized as theological, rather than secular." *Stevens v. Berger*, 428 F. Supp. 896, 899 (E.D.N.Y. 1977). According to *United States v. Ballard*, 322 U.S. 78, 86 (1944), "Men [and women] believe what they cannot prove. They may not be put to the proof of their religious doctrines or beliefs."
- All facilities must accommodate religious food preferences, including changes in mealtime to fulfill religious obligations, as well as vegetarian and vegan meals.
- The facility will have the following menus available for clients: Kosher, Halal, vegetarian, vegan, and child friendly meals.
- Clients should request religious accommodations when arriving at the shelter/site.
- In case of religious accommodations, the client may provide supportive documentation from Rabbi, Iman, priest/pastor, or other religious official.
- Shelter/site employees will communicate the request to the employee preparing meals or food service vendor.
- If a shelter/site cannot provide appropriate meals, the shelter/site will request a transfer to a facility that can provide accommodation.

## Applicability

The individual requesting the meals along with the Director of the facility will determine the dispensation of the meals.

DHS facilities shall provide diets prepared in accordance with religious requirements when the client, as a matter of sincerely held religious belief, desires to observe the dietary laws of his or her religion. In each facility, meal service may be provided at the facility, or outside the facility, whether directly or through contractual arrangements. Meals purchased from a vendor must meet the nutritional and religious needs of residents.

Religious diets include but are not limited to Halal or Kosher food. All Halal food shall be provided by vendors who are certified by the Islamic Society of North America, the Majlis Ashura of the New York Metropolitan Area, or the National Association of Muslim Chaplains. All Kosher food shall be purchased only from authorized Kosher vendors, which are certified by the Orthodox Union, K of-K or OK Laboratories or equivalent. All religious food will be stored in a manner in conformance with the tenets of that religion.

## Definitions

### 1. Kosher

In Judaism, the term 'Kosher' is used in literature to mean what is correct, but most widely applied to food that is in accordance with dietary laws based on Old Testament passages (primarily Lev. 11 and Deut. 14) as defined by the Code of Jewish Law. The identification of kosher meat and meat products shall be in accordance with 1 NYCRR §255.2 (2007).

Every person (including an individual, partnership, corporation, and association) who certifies non-prepackaged food as kosher or kosher-for Passover shall file with the Department of Agriculture and Markets a statement, upon a form provided by the Department, of that person's qualifications to certify food as kosher. Such statement may include the certifier's background, training, education, experience and any other information that shows the certifier's qualifications. 1 NYCRR § 254.1 (2007).

### 2. Halal

In Arabic, the word 'halal' literally means permissible, and in translation it is usually used as meaning lawful. Halal meat or permissible meat is meat in which the animal or poultry has to be processed in a ritual way known as Zibah.

Every person (including an individual, partnership, corporation, and association) who certifies non-prepackaged food as halal shall file with the Department of Agriculture and Markets a statement, upon a form provided by the Department, of that person's qualifications to certify food as halal. Such statement may include the certifier's background, training, education, experience, and any other information that shows the certifier's qualifications. 1 NYCRR § 258.1 (2007).

## 5.7 Special Occasion Meals

### Purpose:

To ensure that clients are provided appropriate meals to celebrate special occasions or holidays. Special Occasion Meal guidelines can be found in the [NYC Food Standards](#), with a sample menu attached.

### Procedure:

- All special occasion meals must be announced, and a written menu shall be developed.
- Healthy options will be available, including but not limited to, fresh fruit, green leaf salad, and/or vegetable slices.
- Water will be available.
- Special occasion meals are limited to once a month or as specified in the contract terms.
- Special occasion items that do not meet food standards (i.e., desserts, sugar-sweetened beverages) will be offered in moderation and in appropriate portions.

### Facilities served by DHS Administrative Contracts

- The special occasion meal will be delivered in lieu of the regular meal. To request a special occasion meal, the director or designee must email the **Meal Change/Special Occasion Order Form (DHS-144)** to the Director of the Administrative Contracts unit at [admincontract@dhsnyc.gov](mailto:admincontract@dhsnyc.gov) at least ten (10) business days in advance. The director or designee must also indicate on the form the number of regular meals that will be decreased on that day.

### THANKSGIVING MENU

Appetizer:	Fresh Garden Salad (4oz) with Low Fat French Salad Dressing (1oz)
Entrée:	Roast Turkey (3oz) with Pan Gravy (1 oz.) and Stuffing (2oz) Mashed Sweet Potatoes (1/2 c), Roasted Broccoli (1/2c)
Dessert:	Sliced Apples and Pears (1/2 c) Assorted Cookies (2 oz) Pumpkin Pie (1/12), Beverages: Water, Apple Cider

## 5.8 Standard Recipes

### **Purpose:**

To ensure that meals are produced from standardized recipes that meets the USDA Dietary Guidelines and [NYC Food Standards](#) and were approved by a registered dietitian.

### **Procedure:**

- A recipe will be available for all food items prepared at the shelter/site.
- Recipes will include ingredients, portions, and cooking instructions.
- To ensure the food items and meals are compliant with NYC Food Standards, the shelter/site registered dietitian or the DHS Administrative Nutritionist will review and approve recipes before they are used in production.
- All new recipes and recipes changes must be reviewed and approved by the shelter/site registered dietitian and reported to the DHS Administrative Nutritionist. If a registered dietitian is not available, all new recipes and changes must be reviewed and approved by the DHS Administrative Nutritionist.
- Recipes must be followed to ensure the item is produced accordingly and within the Food Standards.
- Ingredients cannot be altered without the approval of the registered dietitian or the DHS Administrative Nutritionist to maintain accurate information for clients with food allergies or intolerances.

## 5.9 Food Donations

### **Purpose:**

Food and meal donations help organizations provide meals to DHS clients. Donations must be of good nutritional value and healthy. Donations must be received, stored, and prepared in accordance with the NYC, NY State, and FDA Food Codes.

### **Procedure:**

All shelters/sites that accept donations must have a comprehensive plan to check that donated items meet the [NYC Food Standards](#) and to ensure the donations are received, stored, and served in accordance with food sanitation codes to maintain safety.

### **Nutritional Standards:**

1. Food donations must be compliant with NYC Food Standards guidelines for donated foods.
2. Agencies cannot accept donations of candy or sugar-sweetened beverages for use in meal or snack service.
3. Agencies not providing meals to clients are encouraged to accept donations that are low in fat, sodium, sugar, and high in fiber.



**Food Safety:**

1. Foods donated or provided at no cost to a program are **REQUIRED** to be received, stored, prepared, and distributed in accordance with NYC, NY State, and FDA Food Codes.
2. All prepared donated food items must be from a Food Service Establishment with a valid permit to serve or distribute food.
3. Food temperatures must be monitored and recorded. Temperatures can be recorded using the **DHS Food Receiving Log (DHS-146)**.
4. Temperature must be monitored and recorded when:
  - a. Food is received.
  - b. Food is prepared, heated, or removed from the cold unit for service.
  - c. The food item is being served.
5. Food must be disposed of after meal service.
6. A record of the donating source must be kept on file at the shelter/site.
7. All programs accepting and distributing donations must have a Food Service Establishment Permit.
8. Employees responsible for preparation or distribution of food items must complete the NYC Food Handler Certification Course.

**6. Quality Assurance****Background**

Quality Assurance procedures are developed and implemented to help shelters ensure they are compliant with the NYC food safety and nutrition standards and help shelter staff assess clients' satisfaction level.

**6.1 Meal Forecasting/Projections****Purpose:**

To ensure shelter/sites have an adequate meal supply for clients but limiting the amount of meals leftover and/or discarded.

**Procedure:**

All shelters/sites providing meals are required to monitor food discards daily and enter the data into the Food Services module of the Building Compliance System (BCS). (See **BCS Food Services Job Aid** for more information on updating meal service). If sites do not have access to BCS, they may use the **Food Discard Report (DHS-136)** to capture discard information until it can be entered into BCS.

For each meal, the director or designee will record the number of meals that are:

- Ordered, prepared or heated;
- Received/served;
- Discarded; and the
- Meal type.

Facility directors/site supervisors are responsible for monitoring the accuracy of the discard reports.

#### **Data Trending:**

- Facility directors/site supervisors must use the number of meals served and discarded to forecast appropriate quantities for future meals to limit waste.
- The facility director or designee must adjust meal preparation or revise meal orders to better match the current trend in meals served to reduce waste.
- Shelters/site employee may choose to forecast the amount of food to prepare by:
  - Tracking historical data (census, menu item, date, meal service period, temperature, number of meals prepared, number of meals served, and number of meals discarded) and analyzing for trends;
  - Using a food forecasting formula.

#### **Discard Reporting:**

Discard reports will be sent to facility staff for review. If discard entries are not entered or if discards fall outside the acceptable variance, facilities may be asked to submit a corrective action plan.

## **6.2 Meal Quality Test**

#### **Purpose:**

To ensure the temperature, appearance, accuracy, and taste of each meal period are of high quality.

#### **Procedure:**

Shelter director or designee will monitor the temperature, appearance, accuracy, and taste of each meal period (Breakfast, Lunch, and Dinner) at least once a month.

**Food Quality Test Tray Form (DHS-143)** is an example of a quality monitoring tool. Food samples of each meal must be kept in the event of suspected foodborne illness.

**Cold Meals that do not Require Heating**

- Record the temperature when the cold food items are removed from the refrigerator at the start of meal service.
- Record the temperature after 2 hours or halfway through meal service if meal service is less than 4 hours.
- Taste and rate each item, temperature, portion, appearance, and taste, using a scale of 1 to 5, with 1 being poor and 5 being excellent. Temperature must be checked with a thermometer. Portions must be checked with measuring cups and/or food scales.
- Record comments in the comment section.
- Consume or discard the test meal.
- Report any area of non-compliance to shelter director and/or food vendor.

**Hot Meals**

- Record the temperature of ingredients or cold/ frozen meals when removed from the refrigerator or freezer.
- Prepare or heat the meal according to instructions.
- Record temperature of the hot meal when it is removed from the oven or warmer.
- Record temperature at the start of meal service.
- Record temperature after 2 hours or halfway through meal service.
- Taste and rate each item using a scale of 1 to 5, with 1 being poor and 5 being excellent.
- Record comments in the comment section.

**Individual Cold Meals Reheated by Client**

- Record temperature of the meal or food items when removed from the refrigerator.
- Read the instructions before heating meal in the microwave.
- Microwave the meal according to the instructions.
- Allow the meal to sit for two minutes after heating and record temperature.
- Taste and rate each item using a scale of 1 to 5, with 1 being poor and 5 being excellent.
- Record comments in the comment section.

**Food Samples**

- Where applicable, either the DSS nutritionist or staff from the DHS Administrative Contracts may conduct random unannounced site visits to test food samples.
- The team will test food samples for weight, quantity, item size, and taste test items to determine food appeal and adherence to contract specifications.
- If necessary, based on the results of the quality test, Admin Contracts will initiate any corrective actions with the food service contractor(s) if DHS contracted with the vendor.
- For sites that receive food from their own vendors, if necessary, based on the results of the quality test, the shelter director will request any corrective actions with their food vendor.
- Store a sample of each item served, or an individual frozen meal in the freezer for 3 days after service.
- Samples may be smaller portions than menu specification.
- Shelters/sites without freezer storage will store meals in the refrigerator for 2 days.

- The prepared meal or food items should be labeled as follows:

*Food Sample (DO NOT EAT):*

*Date* \_\_\_\_\_

*Meal (breakfast, lunch, or dinner)* \_\_\_\_\_

### 6.3 NYC Food Standard Reporting

**Purpose:**

To verify all meals provided and vending machine items at directly run and contracted shelter/site programs meet the [NYC Food Standards](#).

**Procedure:**

**NYC Food Standards Self-Report**

- Each shelter/site is responsible for completing the NYC Food Standards report annually.
- The report and supporting documentation must be returned to the DHS Administrative Nutritionist on or before the announced deadline.
- The Program Analyst is responsible for ensuring that sites complete this report by the given deadline.
- Each shelter/site may be subject to a reporting audit by the DHS Administrative Nutritionist or designated DHS employee.

**Compliance:**

- All meals served at shelters/sites are required to be compliant with the NYC Food Standards.
- Programs preparing meals on site must compile and submit recipes to the DHS Administrative Nutritionist for all menus at the time of the audit and when there is a menu change.
- All recipes and menus will be analyzed for adequacy and compliance with NYC Food Standards.
- Programs procuring meals from a vendor must submit the menus and nutrient analysis provided by the vendor to the DHS Administrative Nutritionist.
- Programs not in compliance will develop and implement a corrective action plan.

### 6.4 Client Food Service Satisfaction Survey and Continuous Monitoring

**Purpose:**

To obtain the clients' opinion and ideas regarding food, cultural food preferences, and meal service.

**Procedure:**

The shelter/site employee will review the information provided by clients and make improvements if necessary.

**Client Food Satisfaction Survey**

- Client food service satisfaction is monitored twice a year. **Meal Service Satisfaction Survey (DHS-142)** is an example of the type of survey that should be conducted.

- Data obtained will be compiled and reviewed by the shelter/site director.
- Shelter/site will determine the procedure to assess clients' food service satisfaction level (this may include a meeting or survey). **Meal Service Satisfaction Survey (DHS-142)** is an example of a tool that can assess clients' satisfaction.
- Develop corrective action plans and meal adjustments in accordance with client feedback.
- Keep corrective action plans at each location.

### **Meal Service Grievance/Complaint Process**

- Each shelter/site must have a grievance/complaint system that is clearly displayed and distributed.
- Each shelter/site must ensure that clients are aware of the process to submit a grievance or complaint.
- Each shelter/site must have a system to log a complaint and a response from the program.
- Food service and meal grievances must be submitted weekly to the DHS Program Administrator and Administrative Nutritionist with a response from the program or CAP.

## **6.5 Emergency Food**

### **Purpose:**

To ensure clients have access to food and water during a natural or man-made disaster or emergency.

### **Procedure:**

OTDA regulations require each facility to have an operational plan that includes a Security and Disaster and Emergency Plan. The Disaster and Emergency Plan details the facility's plan for the proper protection of clients and staff in the event of an actual or threatened internal or external emergency or disaster which interrupts normal service. The emergency plan must include the *"coordination with community resources and local disaster and emergency planning organizations as may be available to provide temporary shelter, food and clothing and other essential services"*. The facility's Disaster and Emergency Plan must include the provision to procure water if water is not stored on site.

- Additionally, Adult facilities must ensure clients receive at least breakfast and evening meals with no more than fifteen (15) hours between meal service.
- Families with children facilities must ensure clients receive three meals per day.

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## 7. References (by subsection)

### Background

1. Burden of Foodborne Illness: Findings <https://www.cdc.gov/foodborneburden/2011-foodborne-estimates.html>

### 1.1 Food Service Employee Health, Personal Hygiene and Dress Code

1. Article 81 NYC Food Preparation and Food Establishments. <https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
2. NYC Food Protection Training Manual. <http://www1.nyc.gov/assets/doh/downloads/pdf/rri/fpc-manual.pdf>
3. New York State Department of Health <https://regs.health.ny.gov/volume-title-10/1997429580/subpart-14-1-food-service-establishments>
4. ServSafe Essentials. 5th Edition

### 1.2 Hand Washing

1. Handwashing: Clean Hands Save Lives. Center for Disease Control. <https://www.cdc.gov/handwashing/when-how-handwashing.html>
2. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 2-301.5 Where to Wash
3. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 3-301.11 Preventing Contamination from Hands
4. Article 81 of the NYC Health Code: Food Preparation and Food Establishments 81.21 Hand washing sinks <https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
5. Handwashing: Clean Hands Save Lives. Center for Disease Control. <https://www.cdc.gov/handwashing/when-how-handwashing.html>
6. Food Protection Training Manual <http://www1.nyc.gov/assets/doh/downloads/pdf/rri/fpc-manual.pdf>

### 1.3 Food Service Establishment Permits and Staffing

1. Food Service Establishment Permit. NYC Businesses.  
<https://www.nyc.gov/nycbusiness/description/food-service-establishment-permit>
2. 50Article 81 Food Preparation and Food Establishments.  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code->

### 2.2 Receiving Food Deliveries

1. NYC Food Protection Training Manual.  
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

### 2.3 Storage of Ingredients and Meals

1. NYC Food Protection Training Manual.  
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

### 3.1 Heating and Reheating

1. <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/retail-food-protection>
2. Article 81 Food Preparation and Food Establishments  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code- article81.pdf>
3. Safe Minimum Internal Temperature Chart. USDA.  
[https://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct\\_index](https://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct_index)

### 3.2 Monitoring Food Temperature at Meal Service

1. Article 81 – NYC Health Code: Food Service Establishment  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/article81-book.pdf>

### 3.4 Thermometer Availability and Usage

1. NYC Article 81 Food Preparation and Food Establishments.  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health->
2. NYC Food protection Training Manual.  
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

### 3.5 Cooling Process for Hot Food

1. [National Restaurant association](#)

<https://restaurant.org/education-and-resources/resource-library/national-food-safety-month-week-4-follow-safe-food-procedures/#:~:text=Cool%20food%20as%20quickly%20as%20possible.&text=First%2C%20cool%20food%20from%20135,within%20the%20next%20four%20hours.>

2. FDA Food Code <https://www.fda.gov/food/retail-food-protection/fda-food-code>
3. Article 81 Food Preparation and Food Establishments  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>

### 4.1 Washing Equipment, Dishes and Utensils

1. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 2-301.5
2. Article 81 of the NYC Health Code: Food Preparation and Food Establishments.  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/article81-book.pdf>
3. NYC Food Protection Training Manual  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

### 4.2 Sanitizing Surfaces

1. Article 81 Food Preparation and Food Establishments  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
2. NYC Food Protection Training Manual  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

### 4.3 Cleaning and Maintaining Cutting Boards

1. <https://www.fda.gov/media/164194/download?attachment>
2. <https://regs.health.ny.gov/volume-title-10/1997429580/subpart-14-1-food-service-establishments>
3. Article 81 Food Preparation and Food Establishments  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
4. NYC Food Protection Training Manual.  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>



## 5. Menus and Nutrition

1. NYC Food Standards <https://www.nyc.gov/assets/doh/downloads/pdf/cardio/cardio-meals-snacks-standards.pdf>
2. Rhodes-Bratton B, Rundle A, Lovasi GS, Herbstman J. The relationship between childhood obesity and neighborhood food ecology explored through the context of gentrification in New York City. *Int Public Health J.* 2018;10(4):481-496. PMID: 32704343; PMCID: PMC7377337.

### 5.3 Menus and Meal Service Schedule

1. OTDA 18 N.Y. Comp. Codes R. & Regs. 491.12 Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter D. Adult-Care Facilities Part 491. Shelters for Adults.
2. OTDA 18 N.Y. Comp. Codes R. & Regs. 491.12 Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter L. Homeless Housing and Assistance Programs. Part 900 Shelters for Families with Children

### 5.9 Food Donations

1. Article 81 Food Preparation and Food Establishments  
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>.
2. 1 NYC Food Standards. <https://www.nyc.gov/assets/doh/downloads/pdf/cardio/cardio-meals-snacks-standards.pdf>
3. <https://regs.health.ny.gov/volume-title-10/1997429580/subpart-14-1-food-service-establishments>
4. NYC Food Protection Training Manual.  
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>.

### 6.5 Emergency Food

1. OTDA 18 N.Y. Comp. Codes R. & Regs. 491.12 Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter D. Adult-Care Facilities Part 491. Shelters for Adults.
2. OTDA 18 N.Y. Comp. Codes R. & Regs. 491.12 Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter L. Homeless Housing and Assistance Programs. Part 900 Shelters for Families with Children

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## ATTACHMENTS

<b>Attachment A</b>	BCS Food Services Module Job Aid
<b>DHS-136</b>	Food Discard Report
<b>DHS-142</b>	DHS Meal Service Satisfaction Survey
<b>DHS-143</b>	DHS Food Quality Test Tray Form
<b>DHS-144</b>	Meal Change/Special Occasion Order Form
<b>DHS-145</b>	Complaint Report
<b>DHS-146</b>	DHS Food Receiving Log
<b>DHS-147</b>	Final Temperature Log
<b>DHS-148</b>	Meal Service Temperature Log
<b>DHS-149</b>	DHS Refrigerator Temperature Recording Log
<b>DHS-150</b>	DHS Freezer Temperature Recording Log
<b>DHS-151</b>	DHS Cooling Log
<b>DHS-152</b>	DHS High Temperature Dishwasher Log
<b>DHS-153</b>	DHS Low Temperature Sanitizing Dishwasher Log
<b>DHS-154</b>	DHS Manual Warewashing Sanitizer Log
<b>DHS-155</b>	Dhall Baby Food/Baby Formula Request Form
<b>DHS-156</b>	Riviera Hospitality Group Baby Food/Baby Formula Request Form
<b>DHS-157</b>	Whitson Specialty Meal and Baby Food/Baby Formula Request Form

## FOOD SERVICES MODULE

This Job Aid is designed to guide the Shelter Directors through the daily process of updating the Food Services module.

### ***Target Audience***

The Job Aid is designed for Shelter Directors.

### **Preconditions:**

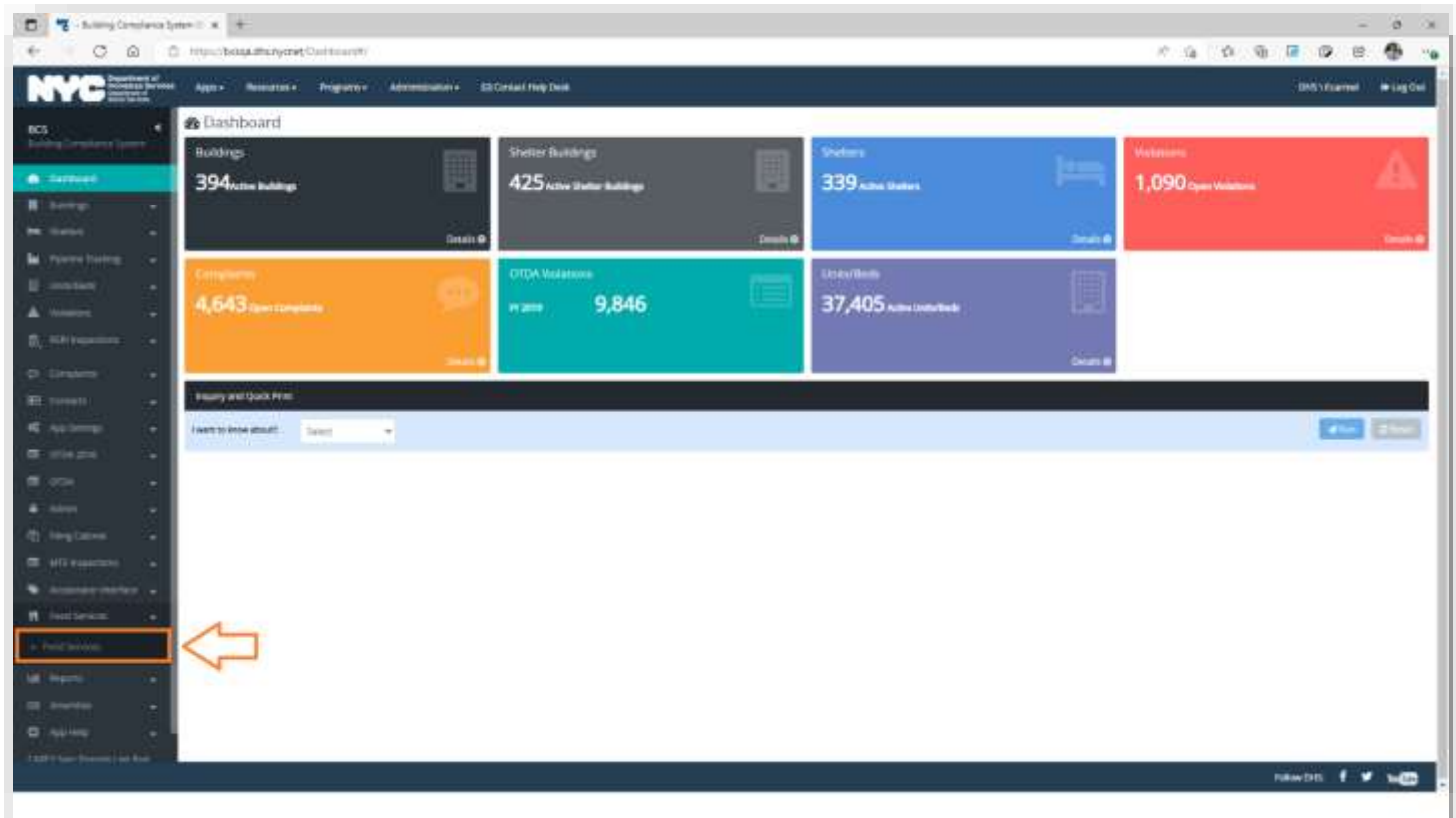
1. **CARES access** – in CARES you must be either a Shelter Director or Director of Social Services Assigned Worker OR listed as an Org User for the Facility you are working in. If you are not an Assigned Worker or an Org User for the Facility you work in, please contact your Program Analyst for assistance.
2. **Then, BCS Access**  
To obtain BCS access, please submit a ticket via [Service Now](#) or call [929-294-7335](tel:929-294-7335)

### **Scenarios covered in this Job Aid (Section 2):**

1. Acknowledgements
2. How to update Meal Service Information
3. How to update Food Permit and Food Vendor Information
4. How to add/update the Food Permit attachment
5. How to add other attachments
6. How to enter the Daily Food Discards

1. **Navigation** – How do I get to the Food Services module?

1.1. Go to the BCS Dashboard (*your screen might be different than the one below*)



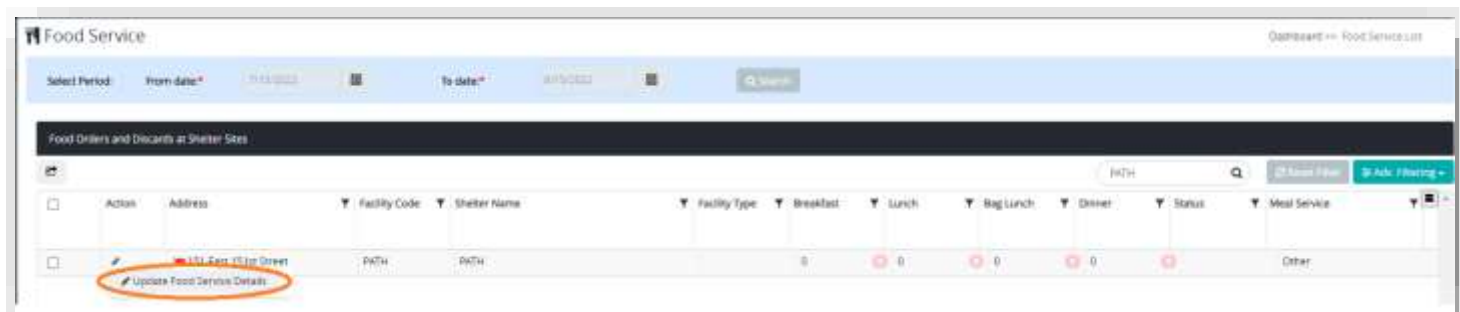
1.2. Click the **“Food Services”** link in the Left Menu Navigation

1.3. Food Services List Page

1.4. Food Services Details Page

1.5. Search for the addresses you want to update

1.6. Click the Action button and then ‘Update Food Service Details’



## 2. Acknowledgements

2.1. If you need to update parts of your meal service, you will receive a pop-up alert

- 2.1.1. You need to correct area(s) with an ✖.
- 2.1.2. You DO NOT need to correct areas with a ✔
- 2.1.3. You must click “**I Acknowledge**” to continue.

One or all of the items below needs your attention:

Dear User,

System check on the following:

Meal Service	✖
Food Permit No.	✔
Food Permit Expiration Date	08/31/2022
Food Permit Attached	✔
Food Vendor	✔

PLEASE UPDATE THE INFORMATION ASAP.

I Acknowledge

## 3. Scenarios

### 3.1. How to update Meal Service Information

- 3.1.1. Expand the Meal Service Information section and Click ‘Edit’
- 3.1.2. Select a [Start Date] and [Meal Service], Click ‘Save’

**Please Note:** If it happens to be that you need to change the Meal Service in the future, you can do that by selecting a new [Meal Service] and [Start Date]. The old selections will remain in the database.

The screenshot shows a web form titled "Food Service Data Entry : PATH : PATH | | 151 East 151st Street". The breadcrumb trail is "Dashboard == Food Service == Food Service Data Entry". The section "Meal Service Information" is expanded. It contains a "Meal Service" dropdown menu with "Other" selected, a "Start Date" field, and a "Meal Service" field. There are "Save" and "Cancel" buttons. A "Go To Section" button is in the top right corner.

### 3.2. How to update Food Permit and Food Vendor Information

- 3.2.1. Expand the Permit/Vendor Information section and Click ‘Edit’
- 3.2.2. Select a [Permit Status], Enter [Permit No.] and Enter [Permit Exp. Date] and Click ‘Save’

### 3.3. How to add/update the Food Permit attachment

- 3.3.1. Click ‘Attach Permit’ to upload a copy of the actual Permit

**Please Note:** Only one attachment will be attached. That means if you upload/attach a new file, only the new file will appear.

- 3.3.2. Click ‘Edit’ to Select [Vendor] and [Start Date] for that vendor.

**Please Note:** If it happens to be that you need to change the [Vendor] in the future, you can do that by selecting a new [Vendor] and [Start Date]. The old selections will remain in the database.

The screenshot shows the 'Permit/Vendor Information' form. At the top, there is a 'Please Note' section with instructions. Below this, the form contains several fields: 'Permit Status' (set to 'Expired'), 'Permit No.' (00079343), 'Permit Exp. Date' (09/30/2022), and 'Attachment'. There are also buttons for 'Attach Permit', 'Save', and 'Cancel'. Below these, the 'Vendor' field is set to 'Preferred Meals - DHS Contract' with an 'Edit' button. At the bottom, there are fields for 'Start Date' and 'Vendor' (a dropdown menu), with 'Save' and 'Cancel' buttons.

### 3.4. How to attach other documents (Food Handler Certificate, Monthly Menu, Corrective Action Plan)

- 3.4.1. Expand the Attachments section and click 'Attach Document'
- 3.4.2. Select a [Document Type], Enter [Description], enter [Document Date], and enter [Valid Through Date]
- 3.4.3. Click 'Add files', click 'Start upload'

The screenshot shows the 'Attachments' section of the system. It includes a table with columns: 'Action', 'File Name', 'Document Description', 'Upload Date', and 'Uploaded By'. Below the table, there is a modal window titled 'Attach Document | Food Service Attachment :88888001'. The modal contains fields for 'Document Type' (a dropdown menu with options: 'Corrective Action Plan (CAP)', 'Food Handler Certificate', 'Food Service', and 'Monthly Menu'), 'Description', 'Attachment', 'Document Date', and 'Valid Through Date'. At the bottom of the modal, there is a red warning message: 'File maximum size can be 20 MB and supported file types are [txt, csv, tiff, tif, .png, .gif, .jpeg, .jpg, .bmp, .xls, .xlsx, .doc, .docx, .pdf]'. A 'Cancel' button is also present.

### 3.5. How to enter the Daily Food Discards

- 3.5.1. Click 'Edit' to set the [Ordered], [Received], [Discarded] and set the Meal Type for each of the (4) Daily Food Services: Breakfast, Lunch, Bag Lunch and Dinner
- 3.5.2. [NA] Checkbox is for when you do not have the value for that Service. IF you click NA and Submit for that day it will prompt you to enter your Initials.

**Please Note:** Choosing NA for a meal service is there to help you report accurate numbers. PLEASE do not just enter any number, if you do not know the count then it's ok to click NA.

**Data Entry**

The Food Service Data for last week is not submitted yet. Please submit the previous week data to submit data of current week.

Select Week: 8/15/2022 Print Reset

Vendor:	Sun 08/14/2022	Mon 08/15/2022	Tue 08/16/2022	Wed 08/17/2022	Thu 08/18/2022	Fri 08/19/2022	Sat 08/20/2022
Status	Open (Enter Data)	Open (Enter Data)					
Breakfast	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:
Lunch	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:
Bag Lunch	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:
Dinner	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:	Ordered: 0 Received: 0 Discarded: 0 <input type="checkbox"/> NA Meal Type:
Comments:							

**Please Note:** In order to submit the daily discards for the **current week**, you **MUST** submit each day from the **previous week**.

## Appendix

### Food Service List Page

The screenshot displays the 'Food Service' page within the NYC Building Compliance System. The interface includes a top navigation bar with links for 'Apps', 'Resources', 'Programs', 'Administration', and 'Contact Help Desk'. A left sidebar lists various system components, with 'Food Service' highlighted. The main content area features a 'Select Period' filter and a table titled 'Food Orders and Disburse at Shelter Sites'. The table has columns for 'Action', 'Address', 'Facility Code', 'Shelter Name', 'Facility Type', 'Breakfast', 'Lunch', 'Reg Lunch', 'Dinner', 'Status', and 'Meal Service'. A single record is visible for '157 East 151st Street'. Below the table, there is a 'Exporting Records' button and a 'Total Records: 1' indicator. The bottom right corner shows a 'records per page' dropdown menu.

Action	Address	Facility Code	Shelter Name	Facility Type	Breakfast	Lunch	Reg Lunch	Dinner	Status	Meal Service
<input type="checkbox"/>	157 East 151st Street	0474	157E		0	0	0	0	0	Other



## Food Service Details Page

The screenshot displays the NYC Building Compliance System (BCS) Food Service Data Entry interface. The page is titled "Food Service Data Entry: PATH: PATH | 151 East 151st Street". The interface is divided into several sections:

- Meal Service Information:** A form for entering meal service details, including "Meal Service" (Other), "Start Date" (Sun 08/14/2022), and "Meal Service" (Other). It includes buttons for "Save" and "Cancel".
- Permit/Vendor Information:** A form for entering permit and vendor details, including "Permit Status" (Expired), "Permit No." (30070342), "Permit Exp. Date" (06/30/2022), "Permit Status" (Yes/No), "Permit No." (30070342), "Permit Exp. Date" (06/30/2022), "Attachment" (Attach Permit, Save, Cancel), "Vendor" (Preferred Major - DMS Connect), and "Start Date" (Sun 08/14/2022). It includes buttons for "Save" and "Cancel".
- Attachments:** A section for uploading documents, including a table with columns for "Action", "File Name", "Document Description", "Upload Date", and "Uploaded By". It includes a button for "Attach Document".
- Data Entry:** A section for entering food service data, including a table with columns for "Vendor" (Sun 08/14/2022, Mon 08/15/2022, Tue 08/16/2022, Wed 08/17/2022, Thu 08/18/2022, Fri 08/19/2022, Sat 08/20/2022) and rows for "Breakfast", "Lunch", "Big Lunch", and "Dinner". Each cell in the table contains a status dropdown (Ordered, Received, Discarded) and a "NA" checkbox. It includes buttons for "Save" and "Cancel".

FOOD DISCARD REPORT

To be used for those who do not have access to BCS, e.g., 1) asylum sites and 2) backup for BCS failure. (Reminder: Do not throw away spoiled food and return it back to vendor.)

Shelter Site: \_\_\_\_\_ Shelter Address: \_\_\_\_\_

	DAY ►	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	DATE ►							
Breakfast	Ordered							
	Received							
	Discarded							
	Meal Type	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold
Lunch	Ordered							
	Received							
	Discarded							
	Meal Type	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chicken cutlet <input type="checkbox"/> Chicken patties <input type="checkbox"/> Sliced deli meat <input type="checkbox"/> Cheese sandwich <input type="checkbox"/> Peanut butter sandwich <input type="checkbox"/> Other: _____
Bag Lunch	Ordered							
	Received							
	Discarded							
	Meal Type	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold	<input type="checkbox"/> Hot <input type="checkbox"/> Cold
Dinner	Ordered							
	Received							
	Discarded							
	Meal Type	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian	<input type="checkbox"/> Beef <input type="checkbox"/> Kosher <input type="checkbox"/> Chicken <input type="checkbox"/> Pasta <input type="checkbox"/> Fish <input type="checkbox"/> Vegan <input type="checkbox"/> Halal <input type="checkbox"/> Vegetarian
	Total Received							
	Total Discarded							
	COMMENTS:							

SIGNED BY: \_\_\_\_\_  
(Authorized Staff)

DATE: \_\_\_\_\_

# DHS MEAL SERVICE SATISFACTION SURVEY

Thank for taking the time to share your opinion about the meal service at this site.  
Your responses will be used to evaluate the meal service at DHS.

**SHELTER/SITE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

	Place an "X" under the frequency for each group. Please place only one "X" per question.					
	Never	Rarely	Sometimes	Often	Always	Comment
<i>How often do you consider the food to be at the right temperature (e.g., hot food is hot and cold food items are cold)?</i>						
<i>I like the way the meals and/or snacks taste?</i>						
<i>The menu has enough foods or dishes that represent my culture?</i>						
<i>Please list any foods or dishes from your culture that you would like to see offered.</i>						
<i>How often are your meals too small?</i>						
<i>How often are your meals too large?</i>						
<i>If you are not satisfied with the portion size, please tell us why:</i>						
<i>What are your favorite items on the menu?</i>						
<i>What are your least favorite items on the menu?</i>						
	Very Unsatisfied	Unsatisfied	Okay	Satisfied	Very Satisfied	Comment
<i>Overall, how would you rate your satisfaction with the meals and/or snacks served?</i>						



## MEAL CHANGE/SPECIAL OCCASION ORDER FORM

SHELTER: \_\_\_\_\_ / /  
SHELTER ADDRESS: \_\_\_\_\_ DATE ORDERED

MEAL	DAY/DATE(S) NEEDED	PREVIOUS ORDER	INCREASE TO (# MEALS)	DECREASE TO (# MEALS)
BREAKFAST	FROM: _____, ____/____/____ TO: _____, ____/____/____			
LUNCH	FROM: _____, ____/____/____ TO: _____, ____/____/____			
DINNER	FROM: _____, ____/____/____ TO: _____, ____/____/____			
BAG LUNCH	FROM: _____, ____/____/____ TO: _____, ____/____/____			

APPROVED BY: \_\_\_\_\_  
Shelter Director

### SPECIAL OCCASION REQUEST

WHEN SPECIAL MEAL IS BEING USED INSTEAD OF REGULAR MEAL, SHOW THE MEAL DECREASE ABOVE. SPECIAL OCCASION MEAL REQUESTS (BARBEQUES, PICNICS ETC) REQUIRE 10 DAYS ADVANCE NOTICE AND MUST BE APPROVED BY AN ADMIN CONTRACTS DIRECTOR.

MEAL	DAY/DATE NEEDED	# MEALS ORDERED
PICNIC	FROM: _____, ____/____/____	
BARBECUE	FROM: _____, ____/____/____	
ON-SITE MEETING	FROM: _____, ____/____/____	
ON-SITE PARTY	FROM: _____, ____/____/____	

### EXAMPLES

<u>PICNIC</u> ASSORTED SANDWICHES RELISH TRAYS (HALF POTATO SALAD/ HALF MACARONI SALAD) FRESH FRUIT ASSORTED JUICES	<u>BARBECUE</u> COOKED MEAT - FRANKFURTERS ASSORTED COLD CUTS RELISH TRAYS (HALF POTATO SALAD/ HALF MACARONI SALAD) POTATO CHIPS AND PRETZELS ASSORTED JUICES
<u>ON-SITE MEETING</u> ASSORTMENT OF DANISH, DONUTS, ROLLS AND BAGELS COFFEE, TEA, AND MILK	<u>ON-SITE PARTY</u> SHEET CAKE ICE CREAM COFFEE, TEA, AND MILK

SIGNED BY: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Shelter Director

APPROVED BY: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Regional Director, if required

## COMPLAINT REPORT

**ALL FOOD DISCREPANCIES SHOULD BE REPORTED IMMEDIATELY using this form.**

The Food Service Coordinator is responsible for receiving food deliveries, inspecting the items for quality and quantity, and placing the items in the correct storage location.

Should the quantity of food delivered be incorrect, you may accept what items were delivered and alert the Admin Contract team of the discrepancy at [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov).

If any item is either an unapproved substitute, spoiled, not at the appropriate temperature on delivery, or has damaged packaging, REFUSE the item and contact the Admin Contract team immediately to have it replaced.

**SHELTER:** \_\_\_\_\_ **CENSUS:** \_\_\_\_\_ / /  
**SHELTER ADDRESS:** \_\_\_\_\_ **DATE**

# OF MEALS ORDERED	BREAKFAST	LUNCH	DINNER

MEALS RECEIVED	ARRIVAL TIME	LATE (Y/N)	# MEALS RECEIVED	CORRECT (Y/N)	# BEVERAGES RECEIVED MILK/JUICE	CORRECT (Y/N)	RECEIVER INITIAL
BREAKFAST							
LUNCH							
DINNER							

Specify complaints below. Use additional form(s) when complaints involve more than one meal and/or item:

LATE MEAL	WHAT MEAL?	HOW LATE?	TIME VENDOR NOTIFIED	PACKING SLIP NOTATION (Y/N)

INCORRECT COUNT/ITEM	WHAT MEAL?	WHAT ITEM? (explain)	TIME VENDOR NOTIFIED	TIME VENDOR CORRECTED DELIVERY

UNACCEPTABLE FOOD	WHAT MEAL?	WHAT ITEM/ QUANTITY?	REASON	DATE/TIME VENDOR NOTIFIED	DATE/TIME VENDOR CORRECTED PROBLEM
	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Other		<input type="checkbox"/> Broken Package <input type="checkbox"/> Spoilage <input type="checkbox"/> Incorrect Serving Size <input type="checkbox"/> Substitute Item (indicate) <input type="checkbox"/> Expired Food <input type="checkbox"/> Improper Temperature on Delivery <input type="checkbox"/> Other (explain)		

A sample of the food discrepancy should be saved and photographed. Send photograph to Admin Contracts Manager on day of incident.

(Turn page)

**COMPLAINT REPORT** *(continued)*

MEALS SERVED	# SERVED	# SECONDS	# DISCARDS	# EMERGENCY FOOD
BREAKFAST				
LUNCH				
DINNER				

Email this form to Contract Manager daily to [administrativecontracts@dhs.nyc.gov](mailto:administrativecontracts@dhs.nyc.gov).

\_\_\_\_\_  
Shelter Food Service Coordinator/Designee (Print)

\_\_\_\_\_  
Shelter Food Service Coordinator/Designee (Signature)

\_\_\_\_\_  
/   /

Date

\_\_\_\_\_  
Shelter Director

\_\_\_\_\_  
/   /

Date

SAMPLE

# DHS FOOD RECEIVING LOG

**Directions:**

1. If all food items are acceptable temp and appearance (quality), check "All Products Acceptable" column.
2. If there is an item or are items with a non-acceptable temperature\* or appearance\*\*, list the item and corrective action above.

[illegible]



# DHS FINAL TEMPERATURE LOG

(Final Temperature of Food Prepared or Cooked from Scratch on Site)

- ✓ All thermometers must be calibrated daily.
- ✓ Record the final cooking temperature of each item prepared each day. See *Minimum Internal Temperature & Rest Time* chart below.
- ✓ Keep records on file at the location.

Shelter/site: \_\_\_\_\_

Date: \_\_\_\_\_

[illegible]

Product	Minimum Internal Temperature & Rest Time
<b>Beef, Pork, Veal &amp; Lamb</b> <b>Steaks, chops, roasts</b>	<b>145 °F</b> (62.8 °C) and allow to rest for at least 3 minutes
<b>Ground meats</b>	<b>160 °F</b> (71.1 °C)
<b>Ham</b> , fresh or smoked (uncooked)	<b>145 °F</b> (62.8 °C) and allow to rest for at least 3 minutes
<b>Fully Cooked Ham (to reheat)</b>	Reheat cooked hams packaged in USDA-inspected plants to <b>140 °F</b> (60 °C) and all others to <b>165 °F</b> (73.9 °C).
<b>All Poultry</b> (breasts, whole bird, legs, thighs, and wings, ground poultry, and stuffing)	<b>165 °F</b> (73.9 °C)
<b>Eggs</b>	<b>160 °F</b> (71.1 °C)
<b>Fish &amp; Shellfish</b>	<b>145 °F</b> (62.8 °C)
<b>Leftovers</b>	<b>165 °F</b> (73.9 °C)
<b>Casseroles</b>	<b>165 °F</b> (73.9 °C)

## DHS MEAL SERVICE TEMPERATURE LOG

SHELTER/SITE: \_\_\_\_\_

DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

MEAL SERVICE TEMPERATURE/TIME LOG													
Food/Beverage Item & Temperature	Breakfast				Lunch				Dinner				Corrective Action
	Meal Service Started on Time	Start Time / Temp	Midpoint Time / Temp	End Time / Temp	Meal Service Started on Time	Start Time / Temp	Midpoint Time / Temp	End Time / Temp	Meal Service Started on Time	Start Time / Temp	Midpoint Time / Temp	End Time / Temp	
Hot Beverage Item													
Hot Beverage Temp													
Cold Beverage Item													
Cold Beverage Temp													
Milk (%)													
Milk Temp													
Starch Item													
Starch Temp													
Protein Item													
Protein Temp													
Vegetable Item													
Vegetable Temp													
Fruit													
Fruit Temp													
Other Item													
Other Temp													
Thermometer Calibrated (Y/N)													
<p>Directions:</p> <ul style="list-style-type: none"> <li>➤ Record the start time of meal service</li> <li>➤ Record the temperature of each item at the start, middle and end of meal service</li> <li>➤ If meals fall in the danger zone a corrective action must be noted</li> <li>➤ If meals fall in the danger zone a corrective action must be noted</li> <li>➤ Complete one form each week</li> <li>➤ Keep logs on file at the shelter</li> </ul>													
All thermometers must be calibrated daily. Appropriate Starting Temperatures:													
• Hot Beverage ≥ 180°F				• Milk ≤ 41°F				• Protein (Chicken, Beef, Fish, Eggs, Tofu) ≥ 140°F					
• Cold Beverage ≤ 41°F				• Starch (Potato, Rice, Noodles) ≥ 140°F				• Fruit (sliced or prepared) ≤ 41					

## DHS REFRIGERATOR TEMPERATURE RECORDING LOG

SHELTER/SITE: \_\_\_\_\_

MONTH: \_\_\_\_\_

Refrigerator Temperature Log - Appropriate Temp ≤ 41° F			
Date	AM:	PM:	Corrective Action
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

SAMPLE

**Corrective Action:**  
 If the temperature is greater than 41°F, check the internal temperature of the food items.  
 Food stored at greater than 41°F must be discarded.  
 Check that the door is shut properly.  
 If the temperature does not trend down within 1 hour, move food to a working refrigerator and call maintenance.  
 Store temperature logs at the shelter/site.

## DHS FREEZER TEMPERATURE RECORDING LOG

(Appropriate Temperature  $\leq$  0° F)

Shelter/site: \_\_\_\_\_ Month: \_\_\_\_\_

Date	AM:	PM:	Corrective Action*
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

**\*Corrective Action:**

- If the temperature is greater than 0°F, check the internal temperature of the food items.
- Food stored at greater than 0°F must follow correct corrective action (discard or if <41 and can be defrosted continue defrosting and use)
- Check that the door is shut properly.
- If the temperature does not trend down within 1 hour, move food to a working refrigerator and call maintenance.
- Store temperature logs at the shelter/site.



## DHS HIGH TEMPERATURE DISHWASHER LOG

(Wash Temperature: 160°F; Final Rinse/ Sanitizing Temperature: 180°F)

Shelter/site: \_\_\_\_\_ Month: \_\_\_\_\_

Date	Breakfast				Lunch				Dinner			
	Initial	Wash Temp	Final Rinse Temp	Corrective Action*	Initial	Wash Temp	Final Rinse Temp	Corrective Action*	Initial	Wash Temp	Final Rinse Temp	Corrective Action*
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
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20												
21												
22												
23												
24												
25												
26												
27												
28												
29												
30												
31												

**\*Corrective Action:** If any temperature is out of range the machine must be taken out of service and service ware washed manually or taken out of service.

## DHS LOW TEMPERATURE SANITIZING DISHWASHER LOG

SHELTER/SITE: \_\_\_\_\_

MONTH: \_\_\_\_\_

Date	BREAKFAST					LUNCH					DINNER				
	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
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23															
24															
25															
26															
27															
28															
29															
30															
31															

SAMPLE

Temperatures: Wash: 160°F; Final Rinse/ Sanitizing: 180°F

Corrective action: If any temperature or sanitizer is out of range the machine must be taken out of service and service ware washed manually or taken out e.

## DHS MANUAL WAREWASHING SANITIZER LOG

SHELTER/SITE: \_\_\_\_\_

MONTH: \_\_\_\_\_

Date	BREAKFAST				LUNCH				DINNER			
	Initial	Wash Temp	Sanitizer Concentration	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	Corrective Action
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
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27												
28												
29												
30												
31												

Acceptable Ranges (per manufacturers guidelines):  
Wash Temperature

Sanitizer PPM: 50ppm  
pH:

Corrective action: If any temperature or sanitizer is out of range the service ware must be rewashed or taken out of service.



## DHALL BABY FOOD/ BABY FORMULA REQUEST FORM

Date: \_\_\_\_\_

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

Number of 2 Year Olds and Under at Site: \_\_\_\_\_

Food / Formula Item	# Per Unit	# of Units Requested
<b>Instant Baby Cereal</b>		
Multigrain	2-3 / 8 oz	
Oatmeal	2-3 / 8 oz	
Barley	2-3 / 8 oz	
Whole Wheat	2-3 / 8 oz	
Rice	2-3 / 8 oz	
<b>Strained Vegetables</b>		
Carrot Puree	8 ct / 2/4 oz	
Green Bean Puree	8 ct / 2/4 oz	
Green Pea Puree	8 ct / 2/4 oz	
Butternut Squash Puree	8 ct / 2/4 oz	
Sweet Potato Puree	8 ct / 2/4 oz	
<b>Strained Fruit</b>		
Peach Puree	8 ct / 2/4 oz	
Pear Puree	8 ct / 2/4 oz	
Applesauce Puree	8 ct / 2/4 oz	
Banana Puree	8 ct / 2/4 oz	
Apricot Puree	8 ct / 2/4 oz	
<b>Strained Juice</b>		
Baby Apple Juice	24 ct / 4 oz	
Baby Pear Juice	24 ct / 4 oz	
<b>Dessert/ Other</b>		
Totally Vanilla Yogurt	48 ct / 4 oz	
<b>Junior Dinners</b>		
Vegetable Chicken	12 ct / 5 oz	
Vegetable Beef	12 ct / 5 oz	
Macaroni & Cheese	12 ct / 5 oz	
<b>Liquid Formulas</b>		
Enfamil without Iron	24 ct / 8 oz	
Enfamil with Iron	24 ct / 8 oz	
Enfamil Prosobee	24 ct / 8 oz	
Similac - Advance	24 ct / 8 oz	
Similac with Iron	48 ct / 2 oz btl	

DHS Staff Member & Title Making Request \_\_\_\_\_

Approval Signature \_\_\_\_\_

## RIVIERA HOSPITALITY GROUP BABY FOOD/ BABY FORMULA REQUEST FORM

Date: \_\_\_\_\_

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

Number of 2 Year Olds and Under at Site: \_\_\_\_\_

Food / Formula Item	# Per Unit	# of Units Requested
<b>Instant Baby Cereal</b>		
Multigrain	6 ct / 8 oz	
Oatmeal	6 ct / 8 oz	
Barley	6 ct / 8 oz	
Whole Wheat	6 ct / 8 oz	
Rice	6 ct / 8 oz	
<b>Strained Vegetables</b>		
Carrot Puree	10 ct / 4 oz	
Green Bean Puree	10 ct / 4 oz	
Green Pea Puree	10 ct / 4 oz	
Butternut Squash Puree	10 ct / 4 oz	
Sweet Potato Puree	10 ct / 4 oz	
<b>Strained Fruit</b>		
Peach Puree	16 ct / 4 oz	
Pear Puree	10 ct / 4 oz	
Applesauce Puree	10 ct / 4 oz	
Banana Puree	10 ct / 4 oz	
Apple Zucchini Peach	10 ct / 4 oz	
<b>Strained Juice</b>		
Variety Pack	24 ct / 4 oz	
<b>Dessert/ Other</b>		
Stonyfield YoBaby Banana/Strawberry (w/Probiotics)	6 ct / 4 oz	
<b>Junior Dinners</b>		
Vegetable Chicken (Level 2 Puree)	12 ct / 6 oz	
Turkey Rice (Level 2 Puree)	12 ct / 6 oz	
Macaroni & Cheese (Level 3 Soft Chopped)	12 ct / 6 oz	
<b>Liquid Formulas</b>		
Enfamil Neuropro "Infant" General Formula	24 ct / 8 oz	
Enfamil Neuropro "Infant" General Formula	48 ct / 2 oz	
Enfamil Probosee (Soy Based)	6 ct / 2 oz	
Enfamil Probosee (Soy Based)	48 ct / 2 oz	
Enfamil Neuropro "EnfaCare" 22 calories	48 ct / 2 oz	
Enfamil "Enfamil 24" 24 calories	48 ct / 2 oz	
Enfaport Infant Formula 30 calories	24 ct / 6 oz	

DHS Staff Member & Title Making Request \_\_\_\_\_

Approval Signature \_\_\_\_\_

## WHITSON SPECIALTY MEAL AND BABY FOOD/ BABY FORMULA REQUEST FORM

Date: \_\_\_\_\_

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

Number of 2 Year Olds and Under at Site: \_\_\_\_\_

Food / Formula Item	# Per Unit	# of Units Requested
<b>Instant Baby Cereal</b>		
Multigrain	6 ct / 8 oz	
Oatmeal	6 ct / 8 oz	
Barley	6 ct / 8 oz	
Whole Wheat	6 ct / 8 oz	
Rice	6 ct / 8 oz	

<b>Strained Vegetables</b>		
Carrot Puree	8 ct-2 / 4 oz	
Green Bean Puree	8 ct-2 / 4 oz	
Green Pea Puree	8 ct-2 / 4 oz	
Butternut Squash Puree	8 ct-2 / 4 oz	
Sweet Potato Puree	8 ct-2 / 4 oz	

<b>Strained Fruit</b>		
Peach Puree	8 ct-2 / 4 oz	
Pear Puree	8 ct-2 / 4 oz	
Applesauce Puree	8 ct-2 / 4 oz	

<b>Strained Juice</b>		
Baby Apple Juice	24 ct / 4 oz	
Baby Pear Juice	24 ct / 4 oz	

<b>Liquid Formulas (ready to use)</b>		
Enfamil without Iron	24 ct / 8 oz	
Enfamil with Iron	24 ct / 8 oz	
Enfamil Prosobee	24 ct / 8 oz	
Similac - Advance	24 ct / 8 oz	
Similac with Iron	48 ct / 2 oz	

\_\_\_\_\_  
DHS Staff Member & Title Making Request

\_\_\_\_\_  
Approval Signature