



## **MEMORANDUM**

Date: 06/23/2021  
From: Vince Line, Chief of Operations  
Subj: Oversight of Food Service Delivery

This memorandum is intended to document the oversight measures that will be put into place pending approval of the proposed contract with Aramark Correctional Services, LLC.

### **Executive Level Command**

A member of the Denver Sheriff's Department's (DSD) executive level leadership team has been assigned to oversee all food service operations for the agency. This member is Major Alexander, who currently serves as the Facility Administrator for the Denver County Jail (COJL). It is at this location that the majority of food service activities occur. Major Blair, the Facility Administrator for the Downtown Detention Center (DDC) will assist Major Alexander as necessary, to include monitoring the food service daily activities at the DDC. This oversight will include ensuring that the terms of the contract are being met and that all food service activities are in compliance with DSD and City of Denver policies, all applicable accreditation standards are being met, and that inspections and audits are conducted as required. Major Alexander will also serve as the agency's primary point of contact with the vendor, and in this role will hold regular meetings with vendor leadership to discuss any issues that may arise. Major Alexander will also ensure that additional reporting on incidents or issues up to and including the Sheriff is accomplished as needed.

### **Denver Department of Public Health & Environment Inspections**

In addition to DSD policies and accreditation standards, under the proposed agreement, Aramark will be required to assure compliance with existing and any future applicable health standards. This includes Denver Food Establishment Regulations and the Hazard Analysis Critical Control Point Plan (HACCP). All inspections required by the Denver Department of Public Health & Environment, scheduled and unscheduled, to ensure compliance with these regulations, will be facilitated by Major Alexander in collaboration with Aramark leadership.

### **Accreditation**

The DSD is accredited through the American Correctional Association (ACA) and the National Commission on Corrections Healthcare (NCCHC). These are voluntary processes the DSD participates in to demonstrate that national level standards are being met throughout the organization. Both organizations have required standards related to food service. In addition to formal onsite review processes by these organizations, which are conducted by independent auditors, the DSD accreditation team will also conduct inspections to ensure the standards are being met. These inspections are performed twice quarterly, and additionally as needed. DSD

also participates in mock inspections for both processes (ACA and NCCHC) which involves inviting experienced personnel from other agencies to review our operations for compliance with the applicable standards. A formal onsite review will be conducted by ACA 60 days following the proposed transition date to Aramark.

### **Complaints**

Those entrusted to DSD care can file grievances related to any aspect of food service. These grievances go to the Grievance and Incident Review Team (GIRT). GIRT staff record and track all grievances. The GIRT captain is responsible for assigning, recording, tracking, filing, and disseminating the grievances for a staff response. Responses to grievances are provided to the complainant in writing, while meeting all applicable standards regarding response times and record keeping. Additionally, the GIRT captain has direct access to Major Alexander and the rest of the leadership team, to share information about recurring complaints, etc.

### **Aramark**

In addition to the above measures, Aramark will have dedicated supervisory staff on-duty with food safety responsibilities. Additionally, a third-party audit will be conducted at least annually by Steritech. Steritech provides auditing and consulting services and has expertise in providing food safety and operational assessments to restaurants, grocery and supermarkets, convenience stores, hotel and lodging, and retail store industries. The report from these audits will be provided to DSD leadership.