

**El Dorado County
Area Agency on Aging**

Senior Nutrition Program

**Policy and Procedure Manual
Staff Training Handbook**

January 2006

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SECTION I

THE SENIOR NUTRITION PROGRAM

PURPOSE

This manual is written to provide information and instructions to the central kitchen staff and site employees so that they may be aware of our goal to serve hot, nutritious meals to our participants in an efficient and pleasant manner. It is our hope to make our Centers as safe and clean as possible as well as to create an atmosphere for a cooperative team of workers.

PHILOSOPHY

The basic philosophy underlying Title III-C of Older American's Act Nutrition Program for the Elderly is to "...assist in meeting the nutritional and social needs of persons aged sixty or older or the spouses of such persons." The purpose of this act is to meet the need for a national policy that will provide older Americans, particularly those with low incomes, with low cost, nutritionally sound meals served in centers where they can obtain other social and rehabilitative services.

AREA AGENCY ON AGING – PSA 29

The Senior Nutrition Program, is a part of the El Dorado County Area Agency on Aging (AAA) and is funded through and assessed by the AAA. It is the responsibility of the Area Agency on Aging to develop and implement an Area Plan for a comprehensive and coordinated system of services for older residents, and to provide a visible central unit for advocacy, coordination, monitoring, and evaluating of programs for older persons in this Planning and Service Area (PSA 29).

DEFINITIONS

C-1	Congregate component of the program.
C-2	Home Delivered component of the program.
Title III	The federal enabling and funding legislation, which serves as the foundation for the Senior Nutrition Program.
Eligible Participant	An adult age 60 or above and/or spouse of an adult 60 years or above.
Senior	An adult age 60.
Guest	An adult age 59 or below.
Staff	Paid or volunteer worker for the program.

PROGRAM MONITORING AND ASSESSMENT

The central kitchen, South Lake Tahoe kitchen, and all satellite nutrition sites will be monitored by the Nutritionist/Program Supervisor quarterly using the Nutrition Monitoring and Assessment Checklist to assure proper food handling and sanitation practices. The Senior Nutrition Program is monitored annually by the Advisory Council.

SECTION II SITE MANAGEMENT

Meal service is from 12:00 – 12:30 at all sites. Site hours vary by location.

Responsibilities of the Meal Site Coordinator

Meal Site Coordinator responsibilities vary from one site to another depending upon such factors as: physical location of the site; whether the meals are prepared on-site or delivered from the central kitchen; the number and type of other site staff; and the availability of volunteers.

There are certain responsibilities which all Meal Site Coordinators have in common, however, as described below:

- A. Overall management of the site, including supervision of staff (paid and volunteer).
- B. Recruit, schedule, supervise, and train volunteers.
- C. Formulate a plan for emergency situations and be prepared to put plan into action, if necessary.
- D. Observe and enforce Health, Safety, and Sanitation requirements.
- E. Check supplies and order from Central Kitchen as necessary.
- F. Check and order dairy products as required by menu.
- G. Transport food and follow instructions on the Daily Food Service Report from the Central Kitchen.
- H. Maintain a pleasant and orderly site.
- I. Supervise serving line.
- J. Donations for congregate meals and home delivered meals are to be counted daily. All donations and receipt(s) to be sent to main office for deposit.
- K. Maintain site records including daily sign-in sheets, mileage forms and volunteer hours.
- L. Assist the Activities Coordinator, as approved by the Program Supervisor, in implementing other activities at the site.
- M. Serve as communication link between participants and the Nutrition Program Supervisor.
- N. Make referrals to other supportive services: (i.e. Family Caregiver Support Program, Senior Day Care, Senior Peer Counseling, MSSP, Linkages, IHSS, Legal Assistance, Adult Protective Services, Public Guardian, etc.) Referrals need to be discussed with the Nutrition Program Supervisor and/or the Home Delivered Meals Coordinator.
- O. In the event of suspected elder abuse or neglect, Meal Site Coordinators are considered mandated reporters. These concerns should come to the attention of the Nutrition Program Supervisor and/or Home Delivered Meals Coordinator, and recorded on a Soc 341 form for Adult Protective Services.
- P. Other duties as directed by the Nutrition Program Supervisor or as required by special events or circumstances.

In addition to the foregoing, the Meal Site Coordinator must also see that the following duties are performed. Volunteers may assist with these duties:

- A. Prepare coffee and tea.
- B. Sanitize and set tables.
- C. Take and record temperature of food when it arrives at site and just prior to service.
- D. See that food is covered and held at proper temperature until serving time. Hot food must be held at 135 degrees or above and cold food at 41 degrees or below.
- E. Set up serving line with proper utensils for portion control.
- F. Clean refrigerators and freezers according to Cleaning Schedule. See that there is a thermometer in both.
- G. Clean kitchen floor according to the Cleaning Schedule.
- H. Do other assigned cleaning according to the Cleaning Schedule.
- I. Keep salt, pepper and sugar containers cleaned and filled.
- J. Present meals in an orderly and appetizing fashion.

Donations and fees – Collection Procedures

1. A locked donation box will be available at each nutrition site for participants 60 years of age and over to make a voluntary contribution for their meal. The suggested donation is \$2.50/meal. The suggested donation is determined by the El Dorado County Commission on Aging. All donations must be confidential, and no eligible individual will be denied participation because of failure or inability to contribute.
2. Guests, under 60 years of age, pay a fee of \$4.00 directly to Meal Site Coordinator or Volunteer Host/Hostess as they sign in.
3. Coffee/tea is a charge of 50 cents per person. (There are exceptions at some nutrition sites where other arrangements have been made for coffee service.)

Counting Procedures

The donations for C-1 and C-2 are counted at each site by the Meal Site Coordinator and a volunteer. C-1 and C-2 donations are counted separately and recorded on the Transmittal Affidavit form. Money received for coffee/tea is added to the C-1 donation count. The Transmittal Affidavit form is signed by the Meal Site Coordinator and the volunteer. All C-1 and C-2 donations collected at the site are returned to the Placerville office where they are recounted by office staff, reconciled against the amount recorded on the Transmittal Affidavit form and the Daily Food Service Report, then combined for a bank deposit. Exception: In South Lake Tahoe, the Meal Site Coordinator is responsible for counting all C-1 and C-2 donations with the help of a volunteer. The donations are recorded on a Transmittal Affidavit form and the Daily Food Service Report. The C-1 and C-2 donations are then combined for a bank deposit made daily by the Meal Site Coordinator.

Instructions for Addressing Medical Emergencies

1. Act calmly but promptly.
2. For severe accidents or illnesses, call 911 immediately. This includes, but is not limited to, severe cuts or burns, and symptoms such as vomiting blood, chest pains, difficulty in breathing, turning blue, choking, severe abdominal pains, disturbance consciousness, stupor, lack of responsiveness, passing out, or falling. An elderly person who falls may have broken their hip. Even if persons are only demonstrating early symptoms, situations may deteriorate rapidly and should be addressed immediately by calling 911.

If a person appears ill and unresponsive, speak to them directly and clearly asking them how they are feeling. If they continue to unresponsive, shake their arm gently and then inquire in a loud voice. If they do not respond in a clear and positive manner, answering with clear speech, moving and walking normally, call 911.

In brief, alerting appropriate medical professionals is a priority in all cases where a person is or may be seriously ill or injured. If the person can walk well, talk well, feels well, and does not exhibit the above symptoms; the situations can be handled as a minor problem.

3. For lesser accidents or illnesses, begin by talking to/observing the victim. For example, a senior falls in the hallway, sustains a minor cut or bloody nose, but there is no immediate reason to suspect serious illness or injury. Several minutes should be spent talking to the person, asking them what happened and how they are feeling. Get the name of their physician and find out if they are on medication. The person should be observed carefully during and after the conversation to determine any problems or changes in behavior. Again any symptom, which might indicate a more serious problem, should result in an immediate call to 911.

While ill or injured persons are being assisted, remaining available staff should take action on the following:

- A. Clear all members of the public from the area of the victim. Re-route people to prevent a crowd from gathering;
 - B. Make sure that all traffic is cleared away for the arrival of emergency vehicles;
 - C. Discourage rumors, inaccurate information, or unnecessary volunteers from becoming involved in addressing the problem;
 - D. Determine if anyone else in the building has information on any medical or physical condition(s) of the victim, as well as, information on the physician, family or friends of the victim.
4. Document the incident by filling out an El Dorado County 3rd Party Damage/Loss Report. These forms are available at all nutrition site locations.

SECTION III MEAL SERVICE

Meal Service Requirements

- A. Each meal served shall contain at least one-third of the current Recommended Dietary Allowances (RDA) for one day and comply with the Dietary Guidelines for Americans. Menu shall provide:
1. A daily average caloric range of 600 to 800 calories.
 2. Three ounces cooked edible portions of meat, fish, poultry, eggs, cheese, or the protein equivalent.
 3. Two one-half cup serving of vegetable, fruit, or their juices.
 - One serving of a vitamin C-rich (minimum of 30 milligrams of vitamin C) fruit or vegetable shall be served daily.
 - A vitamin A-rich (minimum of 300 micrograms of vitamin A) food shall be served at least three times per week.
 4. One serving of enriched or whole grain bread or bread alternative.
 5. One-half cup dessert.
 6. One-half pint fortified fat-free milk, low-fat milk, or buttermilk.
 7. Optional: one-teaspoon butter or margarine.
 8. Optional: coffee or tea.
- B. Menu changes on the master menu can only be made with the prior approval of the Nutritionist.
- C. Meal preparation shall be designed so that the holding time between the completion of cooking and the beginning of food service at all sites shall not exceed two hours, including home delivered meals.
- D. Meal service begins at 12 pm and ends at 12:30 pm at all locations.
- E. Hot food items shall be maintained at or above 135 degrees F. Cold food must be maintained at or below 41 degrees F from delivery throughout the period of meal service. Temperatures should be taken regularly and recorded daily on the Daily Food Service Report. The report should reflect temperatures taken upon arrival at the satellite nutrition site and just prior to service. Cold food items shall be kept in the refrigerator until served. Hot food items shall be kept in the oven, on the stovetop, or in the steam table until service. Use the food thermometer as needed to assure the food is held at 135 degrees F or above without over-cooking.
- F. Appropriate utensils for correct and consistent portion control shall be available and used at each site.
- G. Leftovers not distributed to satellite sites may be held at the central kitchen for a maximum of two days. Leftovers which are frozen and held at 0 degrees F may be retained for one month. Potentially hazardous leftovers suspected of contamination shall be discarded immediately. If in doubt, throw it out. "Contamination" includes signs of spoilage as evidenced by discoloration, foul odors, and bacterial or fungal growth. "Potentially hazardous foods" are those capable of supporting rapid and progressive growth of microorganisms, which may cause food infection or food intoxication. This includes most main dishes and gravies, many vegetables, creamed dishes, desserts, made chiefly from milk and eggs (such as puddings and cream pies), and salad dressings with low acid content.

- H. Prepared foods which have been served and not consumed shall be discarded.
- I. Site leftovers shall be discarded at the site.
- J. No food shall be taken from the site by employees or volunteers.

Taking Food Temperatures

The following is a list of foods that must have their temperatures recorded on the Daily Food Service Report:

All hot foods:	Soups
	Entrees
	Starches
	Vegetables

All cold foods	Salads
	Entrees
	Desserts

To test, insert food thermometer into the densest part of the food and leave for at least 30 seconds. Wipe off thermometer with alcohol wipe and insert into the next food. Thermometers should be sanitized prior to checking the food temperatures and throughout day as needed with a bleach solution or alcohol wipe. Thermometers shall be calibrated monthly.

Note: Temperatures of the following foods do not need to be taken:

Breads
Canned products that have been unopened (i.e. Fruit, pudding, etc.)

Emergency Menu Requirements

- A. Our goal is to have enough of the posted day's menu to serve all seniors who come to the nutrition site for lunch. However, if more seniors arrive than you have ordered for, you may use canned and/or frozen food you have on hand following the "Emergency Menu" outlined below. The "Emergency Menu" must be followed exactly as written to meet the Title III-C Regulation of the Older Americans Act.
- B. Keep enough canned juice, canned fruit, and canned and/or frozen vegetables on hand. Order supplies on the Daily Food Service Report as needed. Rotate your stock (i.e. first in, first out). All canned goods must be used within 6 months or discarded.
- C. Frozen entrees must be used within 30 days or discarded. Re-heat frozen entrees to a minimum internal temperature of 165 degrees F before serving.
- D. Enter the total number of emergency meals prepared and served on the Daily Food Service Report under "Site Prepared Meals".

EMERGENCY MENU

EMERGENCY MEAL

3 ounce frozen entrée
4 ounces juice
½ cup either mixed vegetables,
carrots, peas/carrots
1 slice bread
1 pat margarine
8 ounces milk
½ cup fruit

REIMBURSABLE MEAL

3 ounces protein
1 Vitamin C fruit/vegetable
1 Vitamin A fruit/vegetable

1 bread serving
Optional
8 ounces milk
½ cup dessert

Food Storage Regulation

- A. Adequate and suitable space from dirt and dust shall be provided for the storage of food, beverages, and cooking, serving and eating utensils.

- B. The dry storage area shall be adapted to be cool, dark, well-ventilated, clean, orderly, free from leakage, insects, rodents and vermin or other contamination.
 - 1. Inventory systems shall be established and utilized. Stored goods shall be rotated to prevent deterioration (first-in, first out).
 - 2. Temperature of the dry storage area shall be maintained between 40-70 degrees.
 - 3. No food or food in a container shall be stored directly on the floor. They shall be stored at least six inches above the floor and two inches away from the wall to permit free circulation of air.
 - 4. All food and non-food items shall be clearly labeled so that the contents are readily identifiable.
 - 5. All non-food items shall be stored in an area separate from food.
 - 6. Opened packages of food (such as: sugar, flour and noodles) shall be stored in tightly closed containers and labeled.
 - 7. Windows shall be screened to prevent insect invasion.
 - 8. Street clothing and purses shall be stored in an area separated from food, paper goods, utensils, kitchen equipment and other supplies used in the preparation or service of food.
 - 9. All food service supplies shall be stored six inches above the floor and protected from contamination.

- C. Refrigerators and freezers shall be kept clean and in good repair.
 - 1. An accurate and readily visible thermometer shall be installed in all refrigerators and freezers.
 - 2. All refrigerators shall be maintained below the maximum temperature of 41 degrees F.
 - 3. All freezers shall be maintained below the maximum temperature of 0 degrees F.

Contributed Food Standards

- A. All food contributions accepted from the community shall meet the standards of quality, sanitation and safety set forth in this section.
- B. Only commercially prepared or canned foods may be used. Food prepared or canned in private homes may NOT be used.
- C. Fresh fruits and vegetables of good quality may be used. It is essential that the fruits and vegetables be washed to remove dirt or insecticide residue.

Sanitation Standards

- A. State and local fire, health, sanitation and safety regulations, as well as Area Agency on Aging requirements, shall be followed in all stages of food service operations.
 - 1. The health inspection certificates shall be posted at each congregate site.
 - 2. Annual inspections by local fire and health officials shall be secured for all sites.
 - 3. The Program Supervisor may require clearance from the local health officers before an employee (paid or volunteer) is allowed to work in food service.
- B. All food handlers and servers shall wear clean, washable clothing, closed toe protective footwear, and hairnets or caps to prevent contamination of foods, beverages, and/or utensils.
- C. All food handlers and servers shall use tongs or other implements while serving food. If hand contact with food is unavoidable, disposable hand coverings shall be worn.
- D. All food service workers are prohibited from using tobacco in any form while preparing, handling or serving food or beverages. Tobacco cannot be used in any form in any room or space used primarily for the preparation or service of food.
- E. All food handlers and servers shall thoroughly wash their hands prior to beginning work, after using the toilet, after smoking, and every time hands are soiled.
- F. Hand washing facilities in good repair shall be provided for employees within or adjacent to the food preparation areas and shall be equipped with hot and cold running water. A permanently installed detergent or soap dispenser and paper towels shall be available in each washroom. A sign shall be posted in each toilet room directing employees that they must wash hands with soap before returning to work.
- G. Hand washing at Central Kitchens: The Central Kitchen must be equipped with a separate sink specific for hand washing. All personnel/volunteers should be instructed to use the following techniques when washing their hands:
 - 1. Use warm water and soap; lather well beyond the wrists and as far up the arm as necessary to remove soil and dirt.
 - 2. Pay particular attention to the areas between the fingers and around the nails.
 - 3. Rub one hand against the other, using friction for about 20 seconds.
 - 4. Rinse thoroughly under running water, allowing the water to flow from above down to the fingertips.

5. Dry hands thoroughly with a sanitary single-service towel.
- Hand washing at Satellite Serving Sites: Ideally a sink specific for hand washing will be provided. If not, employees/volunteers may wash their hands in the sink used for pot washing or the sink provided in the restrooms. The above procedure for hand washing should be followed.
- H. Dish washing facilities and techniques shall comply with local and State Health Department regulations. A commercial dishwasher shall be used to wash all utensils and dishes used in food service. If a commercial dishwasher is not available, a three compartment sink shall be used in the following manner for washing utensils and dishes by hand:
 4. Dishes shall be scraped or rinsed prior to dishwashing.
 5. Washing is to be done in the first sink with the proper amount of detergent. The wash water should be changed frequently to assure effective cleaning and removal of grease.
 6. Rinse in the second sink in frequently changed water.
 7. Sanitize in the third sink in water that is about 140 degrees F to which a chemical sanitizer has been added (such as bleach). Test strips are available at all sites to assure correct dilution of sanitizer.
 - I. All sites shall provide facilities and equipment necessary to properly store or dispose of all waste materials.
 1. All rubbish containing food waste shall be kept in tight, non-absorbent, rodent-proof containers covered with close fitting lids.
 2. Waste containers used for storing garbage shall be maintained in a clean and sanitary condition.
 - J. Fly Control – All sites must be maintained and operated as to control the entrance, harborage and breeding of flies. When flies are present, effective control measures shall be instituted for their control or elimination.
 1. Outside doors must be provided with self-closing devices.
 2. Window must be tightly screened.
 3. Garbage cans must be lined with garbage can liners. The liners are to be tied shut before emptying into the dumpster.
 4. Use only a pyrethrum type insecticide spray in the food preparation, food storage and dining room areas.
 - K. Single service, light plastic utensils and tableware shall be used ONE TIME only and discarded.
 - L. Cleaning schedules shall be posted and followed at all central kitchens and meal sites.
 - M. A sanitation solution (1/2 capful bleach/spray bottle) must be available at all central kitchens and meal sites to be used on tables, counter tops, etc. A sanitation bucket must be available for sanitizing rags.

Instructions for Portion Control

It is important to follow the standards for portion control outlined below because:

- A. State and Federal regulations define the portion sizes;
- B. All participants should be served the same amount;
- C. Food costs can be controlled;
- D. Portion control helps to prevent food shortages or excess supplies of food.

Portion Control Tools			
<u>Standard Size Scoops:</u>			
<u>Scoop Size</u>	<u>Measure</u>	<u>Weight</u>	<u>Suggested Use</u>
#16	¼ cup	2 oz.	
#8	½ cup	4-5 oz.	Fruit, vegetables, dessert
<u>Standard Size Ladles</u>			
<u>Ladle No.</u>	<u>Measure</u>	<u>Weight</u>	<u>Suggested Use</u>
8 oz.	1 cup	8 oz.	Soups
6 oz.	¾ cup	6 oz.	Casseroles, stews,
4 oz.	½ cup	4 oz.	Vegetables, fruit,
2 oz.	¼ cup	2 oz.	Gravy, sauces
<u>Spoodles</u>			
<u>Spoodle Size</u>	<u>Measure</u>	<u>Weight</u>	<u>Suggested Use</u>
4 oz.	½ cup	4 oz.	Vegetables, fruit
2 oz.	¼ cup	2 oz.	Vegetables, fruit

Food borne Illness Complaints

Any complaint of foodborne illness shall be treated seriously, reported immediately and investigated thoroughly following the reporting procedures as established in CDA Program Guidelines, 7636.1, section 4 and the California Uniform Food Facilities Law (CURFFL) section 114022.

A. Reporting Procedure:

1. The Meal Site Coordinator, or person receiving the complaint shall immediately call the Program Supervisor/Nutritionist to determine the information to collect and what action to take.
2. Any remaining food, which may be implicated in a possible foodborne illness, shall be “impounded” for examination by the Program Supervisor/Nutritionist and possible referral to the County Health Department. Such food shall be covered, labeled, dated and refrigerated.

B. Investigation Procedure:

1. The Program Supervisor/Nutritionist shall be responsible for determining the extent of the investigation of the complaint after reviewing the information provided by the initial contact person.
2. The Program Supervisor/Nutritionist shall make contact with the County Health Department and the California Department of Aging.
3. The Program Supervisor/Nutritionist shall assist the local health department personnel to validate complaints and determine possible causative factors.

SECTION IV HOME DELIVERED MEAL SERVICE

Purpose

The home delivered meals component is given highest priority at the direction of the Area Agency on Aging. Home delivery is intended to enhance the mental and physical health of frail homebound adults to help prolong their independence and prevent premature placement in an institutional setting. Home delivered meals are identical to the C-1 meals, but packaged in special containers to protect the integrity of the meal.

Eligibility Criteria

All participants in the C-2 program must meet the following criteria:

1. Age 60 or above, or spouse;
2. Resident of El Dorado County;
3. Must have a physical or mental impairment, which precludes self-preparation of their meal;
4. Must be unable to visit the congregate site for their meal;
5. In most cases, does not participate in another program that could prepare a meal (such as the IHSS program); and
6. Their health would deteriorate without C-2 services.

Note:

If an applicant's physical or mental impairment is not readily apparent, we must have a physician's statement confirming the impairment.

Under special circumstances, an adult under the age of 60 with a disability who resides at home with an eligible adult may also receive a meal, if service is determined in the best interest of the eligible adult.

Application Process

All inquiries about home delivered meals are directed to the Program Coordinator. The Program Coordinator will:

1. Complete a Request for Home Delivered Meals intake form to determine:
 - Eligibility; (i.e. age, reason home delivery is needed);
 - Start and end date (if applicable);
 - Need for weekend/holiday meals;
2. If eligible, but route is full, the applicant will be prioritized and placed on a Waiting List until they can be served.

Priority shall be given to those with the greatest/most urgent need:

- Those being discharged from the hospital;
- Referrals from case management services such as: MSSP, Linkages, Public Guardian, Adult Protective Services, Hospice, Family Caregiver Support Program;
- The most elderly/physically frail;
- Those needing meals no less than five days a week.

New participants receive a Welcome letter describing the program, an application and Nutritional Health Determination questionnaire, menu, Vital Health Information Packet, and information about other senior services.

Participant applications are kept on file in the Placerville office. South Lake Tahoe will maintain a file with a “copy” of the original application for their participants. It is a goal to meet each C-2 participant prior to the start of meal service for an in-home assessment. If this is not possible, the participant must be visited for a face-to-face assessment within 10 working days of their first meal delivery.

Reassessment of C-2 Participants

Reassessments will be conducted quarterly or sooner if warranted. In September and March, the home visit/reassessment will be completed by the Meal Site Coordinators. In December and June, reassessments will be done with the help of the volunteer drivers. The purpose of the reassessment is to monitor the progress or decline of recipients, their need for continued service, or other service needs, or the termination of home delivered meals.

Daily Meal Count for C-2

A daily meal count is completed each day based upon the home delivered meal route sheets. Meals are totaled for each route, and then recorded on a Daily Meal Count sheet for packing. Any cancellations received prior to 10 am are subtracted from the Route Sheet and the Meal Count sheet. Any meal unable to be delivered by a volunteer is noted on the Route Sheet. Based upon the Route Sheets, the total number of meals actually delivered are recorded on the Daily Food Service Report.

Meal Service

C-2 meals serve medically and physically frail adults. Every precaution must be taken to protect the integrity of the meals with the help of the following guidelines:

1. Hot foods must be kept at 135°F or hotter; cold foods must be kept at 41°F or colder throughout packaging and delivery. The temperature of selected food items will be recorded each week by volunteer drivers on a rotating basis.
2. Plan ahead so the packaging and delivery are carefully controlled. The last meal on each route must be delivered by 12:15 p.m.
3. All portions must be equal and each container must hold the proper amount of food.
4. Include all garnishes on salads, desserts, etc. which are to accompany each meal.
5. Place all hot foods in a hot meal container with a heat accumulator.

6. Place all cold foods in a cold meal container with at least two cooling units (more if needed).
7. Place soup in a container with hot wax.
8. Double check the route sheet to assure the proper number of meals are being sent with the driver before leaving on the route. Invite the driver to have lunch with us.
9. Clean each container when it is returned. Do not put soiled chests or containers away.
10. For weekend/holiday meals, place frozen entrée in a container with a cooling unit(s). Cold foods are placed in a cold meal container with cooling unit(s).
11. If a congregate meal site is closed, C-2 meals will still be delivered.

Donations for C-2

A donation reminder notice is attached to the menu each month. Donations are accepted on a daily, weekly, or monthly basis. They may be sent to the Placerville office by mail or given to the volunteer driver to return to the nutrition site. A manila envelope is kept in the route book for donations to be stored until they are returned to the site. All donations are confidential. They are not recorded by name. The C-2 donations are kept separate from C-1. The total C-2 donations are tallied and then recorded on a Transmittal Affidavit form.

Emergencies

If home-delivered meals are unable to be delivered due to an emergency such as snow, flood, fire, etc. all participants will be notified. Participants will be told that meals will not be delivered, and staff will confirm that the participant has food. If participant indicated he/she couldn't make it without the meal, special accommodations will be made if possible. If we are unable to deliver meals more than 2 days in a row, accommodations will be made so that meals can be delivered (i.e. by staff, Search and Rescue, whatever is necessary).

SECTION V CONGREGATE MEAL SERVICE

Purpose

To provide a well balanced hot nutritious meal to eligible adults who are physically mobile and able to attend a congregate nutrition site. While the focus of the C-1 meal service is to provide a meal, the socialization and associated benefits of other activities that may be offered at the site are important services. To that end, the site is to be managed to provide a hospitable and inviting atmosphere that encourages interaction and involvement of the seniors.

Eligibility

1. Age 60 or above, or spouse;
2. A disabled non-senior that resides with and accompanies a senior to a congregate site.

Meal Denial Policy

The goal of the Senior Nutrition Program is to serve all eligible adults, volunteers, and guests who attend a nutrition site. On occasion, however, there may be more people than food prepared. Under these circumstances, it may be necessary to deny meal service. Priority shall be determined by the following guidelines:

- Eligible adults, including senior volunteers
- Non senior guests that have accompanied an eligible adult
- Non-senior volunteers
- Take-out meal(s)
- Staff

Exceptions: 1) Take-out meals pre-ordered through the Placerville office
2) Take-out meal for an ill spouse

The number of meals denied to an **eligible adult**, shall be recorded on the Daily Food Service Report.

Reserved Seating Policy

Seating in the dining room is on a first come, first serve basis. Reserved seating is discouraged to promote a welcome atmosphere for all who attend. Staff and volunteers will make every effort to prevent regular attending participants from saving seats for others.

EXCEPTIONS:

Table spaces saved for the handicapped.

- a. More space is needed for wheelchairs.
- b. Closer to exit and Meal Site Coordinator for those who need assistance. Only the Meal Site Coordinator has the authority to reserve seats for the above reason(s).

Donations

A locked donation box will be available at each nutrition site for participants 60 years of age and over to make a voluntary contribution for their meal. The suggested donation is \$2.50/meal. All donations must be confidential, and no eligible individual will be denied participation because of failure or inability to contribute. If an individual needs change, the Meal Site Coordinator or Volunteer Host/Hostess is to make change using the petty cash available to them. The donation is not to be taken out when making change. The senior is to be given exact change, and then allowed to donate if they so choose. Guests, under 60 years of age that accompanies a senior, pay a fee of \$4.00 directly to the Meal Site Coordinator or Volunteer Host/Hostess as they sign in. The fee for coffee/tea varies by site.

Sign-In Sheet for C-1

Recording an accurate number of C-1 meals served at each site is accomplished through the use of a computer and a Daily Sign-In sheet. All eligible adults attending a nutrition site for lunch will be asked to complete an information form on their first visit, and then issued a Senior Gold Card for future use. This card can be scanned each time they have lunch. If someone does not have a Senior Gold Card, they must sign their name on the Daily Sign-In sheet. All guests, non-senior staff and non-senior volunteers also need to sign their name for an accurate head count. The number of meals served is taken from the computer data and signatures, and recorded on the Daily Food Service Report. Sign-in sheets are reconciled daily to insure accuracy.

Daily Food Service Report

The Daily Food Service Report is completed at all nutrition sites. This report records the number of C-1 and C-2 meals ordered, prepared and served each day, as well as food temperatures, supplies needed and donations collected. The meal count on this report tracks the reimbursable and non-reimbursable meals served at all locations. This data is compiled at the end of each month for reporting purposes to: the California Department of Aging, the Area Agency on Aging and the Commission on Aging.

The information recorded on the Daily Food Service Report includes the following:

- Food temperatures upon arrival at all sites and just prior to service. (Cold food should arrive and be held at 41° F or below. Hot food should arrive and be held at 135° F or above). For the two central kitchens, food temperatures prior to dishing-up home-delivered meals and just prior to congregate service
- The top of the form reflects the number of C-1 and C-2 servings ordered, including frozen meals requested and any request for extra meals to go
- Comments from participants
- Supplies needed
- Number of C-1 and C-2 meals needed for the following day

- The lower section of the form records:

Total Number of C-1 Meals Served (reimbursable meals that include):

Congregate Senior Meals
Senior Staff Meals
Senior Take-Out Meals (*frozen and extra to go meals*)
Non-Senior Volunteer Meals

(Non-reimbursable meals)

Non-Senior Staff Meals
Non-Senior Guest Meals

Total Number of C-2 Meals Delivered

- Calculations are made at the bottom to determine excess meals or site prepared meals when there is a shortage of that day's menu
- This data is used for reimbursement and reporting purposes

Annual Survey of C-1 and C-2 Participants

An annual survey will be conducted during the month of December. The survey will be made available at all nutrition sites and provided to all home delivered meal participants. The survey helps identify the needs of older adults and ways to improve the quality of our service to them. The survey results are made available to the public and reported to the Area Agency on Aging and the Commission on Aging.

SECTION VI DISASTER RESPONSE

In the event of a disaster, staff will begin to contact vulnerable service recipients to determine if their basic needs are being met and what measures are needed to ensure their well being and safety. Through family members, friends, volunteers, other service providers, and community resources, steps will be taken to ensure that adequate on-going assistance is in place for persons known to be isolated. Staff will make appropriate referrals to law enforcement and other emergency service officials if necessary to obtain utilization of further resources for those in greatest need. Priority will be given to ensure basic needs (food, shelter, and energy) are being met. The Spring Street location has a back-up generator to allow food preparation to continue in the event of the loss of electricity. Placerville also has a food inventory that generally includes enough food to prepare 500+ meals for a period of 3-4 days. Manual records on all participants will be used to determine client needs. Should a disaster have long-term consequences, the Department's first priority will be to provide emergency services to those in need by working in cooperation with all available community resources.