

# Policies and Procedures

## PART ONE:

### **For All SeniorAge Direct and Contract Service Provision for Senior Centers, Transportation, and In-Home Services.**

This manual is a composite of the former  
"Service Providers Manual," "Nutrition Providers Manual,"  
and "Safety Manual."

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## TABLE OF CONTENTS

### Policies and Procedures **PART ONE** for SeniorAge Direct and Contract Service Provision

Definitions and Acronyms.....	6
SECTION I: SeniorAge Overview .....	9
A. SeniorAge’s Directives from the Older Americans Act (OAA)	
B. SeniorAge’s Purpose as an Area Agency on Aging (AAA)	
C. SeniorAge’s 17-County Planning and Service Area (PSA)	
D. SeniorAge’s Authorization under the OAA	
E. SeniorAge’s Provision of Services	
SECTION II: Governance and Planning.....	10
A. Designation of Responsibility	
B. Sanctions	
C. Amendments	
SECTION III: Service Provision Options.....	11
A. SeniorAge Provides Services by Direct or Contract Means	
SECTION IV: Sub-grants and Contracts.....	11
SECTION V: Prioritize Target Population.....	12
A. Identify Target Population	
B. Set Priorities for Reaching Target Population	
SECTION VI: SeniorAge’s Technical Assistance to Service Providers.....	13
A. General Technical Assistance	
B. Written Provision	
SECTION VII: Administrative Requirements for SeniorAge and all Service Providers .....	14
A. Licensure, Certification, and Registration Requirements	
B. Insurance Requirements	
C. Tax Requirements	
D. Personnel Requirements	
E. Drug-Free Workplace Act of 1988 Policy Compliance	
F. Americans with Disabilities Act Compliance	
G. Coordination Requirements	
H. Religious Neutrality	
I. Media, Fundraising, and Public Relations Policy	
J. Fiscal Responsibility in Disbursements	
SECTION VIII: Procurement, Control and Safeguard.....	17
A. General Safeguards	
B. Equipment Rental by SeniorAge	
C. Use of SeniorAge Equipment	
D. SeniorAge Administrative Office Supplies	
E. Petty Cash Fund	

F. Postage	
G. Space Lease or Rental	
H. Utilities	
I. Inventory Control Standards	
J. Safeguard of Property and Equipment	
SECTION XIX: Program Eligibility .....	19
A. General Program Eligibility	
SECTION XII: Contribution Compliance and Confidentiality .....	19
A. Participant’s Right to Contribute	
B. Contribution Privacy and Neutrality	
C. Safeguards	
D. Contribution and Receipts Accountability	
E. Confidentiality of Recipient Records	
SECTION XIII: Reporting and Record keeping Requirements for all Providers.....	22
A. Timely, Accurate Reporting	
B. Information Management System	
C. Match	
D. Program Service Documentation	
E. Record Storage	
SECTION XIV: Monitoring and Assessment Procedures .....	23
A. Monitory methods	
B. Notification	
C. Assessment Documentation	
D. Availability of Assessment Findings	
E. Corrective Response	
SECTION XV: Participant Rights and Responsibilities .....	24
A. Assuring Right of Equitable Access to Essential Services	
B. Assure Right to Participant Record and Contribution Confidentiality	
C. Participant Responsibilities	
D. Standard Process for Denial of Services	
E. Termination of Services or Program Participation for Acts of Violence	
F. Grievance Procedures for Program Participants	
SECTION XVI: Life Safety .....	26
A. Zero Tolerance Violence Policy	
B. Employee Safety Compliance	
C. Facility Safety Rules	
D. Reporting Senior Abuse and Imminent Danger	
E. Clearance Verification for Staff and Volunteers	
F. Disaster Response	
G. Sexual Offender (SO) Identification Procedure <u>to be Followed by SeniorAge Employees</u>	
H. Dealing with Potentially Dangerous Animals	

Policies and Procedures **PART TWO** for SeniorAge Senior Center Nutrition Providers

- SECTION I: Senior Center Meal Service Provision Options .....34
  - A. SeniorAge Provides for Two Types of Meal Programs
  - B. SeniorAge Provides Meal Nutrition
  
- SECTION II: SeniorAge’s Specialized Technical Assistance for Senior Nutrition Providers .....35
  - A. Technical Assistance
  
- SECTION III: .....35
  - A. Central Purchasing System for Nutrition Service Providers
  - B. Procurement of Donated Food Items for Nutrition Programs
  - C. Nutrition Inventory Control Standards
  - D. Safeguard of Property and Equipment
  
- SECTION IV: Program Eligibility .....38
  - A. Nutrition IIIC-1 Congregate Meals Eligibility Requirements
  - B. Nutrition IIIC-2 Homebound Meals Eligibility Requirements
  - C. Further Eligibility Requirements
  
- SECTION V: Nutrition Program Ineligibility Provisions .....39
  - A. Meals for Non-Eligible Persons
  
- SECTION VI: Certification of Meal Eligibility .....39
  - A. Certification of Meal Eligibility in In-Home
  
- SECTION VII: Contribution Compliance and Confidentiality .....41
  - A. Suggested Contribution Amount for Meals
  - B. Documentation
  - C. Receipts Accepted
  - D. EBT Receipts
  - E. Contribution Collection Box for Meal Programs
  - F. Compliance on In-Home Medicaid Meals
  - G. Preventing Loss, Theft or Misuse of Meal Contributions and Receipts
  
- SECTION VIII: Reporting and Record Keeping Requirements for Nutrition Providers .....43
  - A. Provide the Following Accurate and Comprehensive Reports
  - B. Maintain the Following Files
  
- SECTION IX: Operational Policies for Senior Center Service Providers .....43
  - A. Normal Operation Schedules
  - B. Altered Operating Schedules
  - C. Special Operating Schedules
  - D. Use of Answering Machines in SeniorAge Senior Centers
  
- SECTION X: Participant Rights and Responsibilities .....46
  - A. Right to Meal Availability in Nutrition Programs
  
- SECTION XI: Standards for Nutrition Programs .....47
  - A. Nutritional Standards
  - B. Guidelines for Provision of Special or Minor Modified Meals
  - C. Menu Development

SECTION XII: Senior Center Nutrition Education Activities .....48

- A. Coordinate and Implement Activities

SECTION XIII: Senior Center Meal Driver Policies .....49

- A. Meal Delivery Options
- B. Meal Driver Requirements
- C. Policy for Meal Driver Passengers

SECTION XIV: Nutrition Site Safety and Sanitation .....50

- A. Maintain Health and Fire Inspections and Licensure
- B. Maintain Hazardous Communication Education
- C. Conduct Hazard Assessment
- D. Fulfill Sanitation General Requirements
- E. Enforce Equipment, Utensil and Supply Safety
- F. Enforce Personal Safety Rules for Staff and volunteers
- G. Handling Safety
- H. Ventilation Safety
- I. Sanitation Practices for Food Handling
- J. Sanitation Practices for Cleaning
- K. Sanitation Practices for Equipment and Utensils
- L. Sanitation Practices for Environment
- M. Sanitation Practices for Nutrition Worker Compliance
- N. Sanitation Practices for Monitory and Recording Temperatures
- O. Sanitation Requirement for Refrigerating Sample Menu Items and Reporting Suspected Food Borne Illness
- P. Sanitation Requirement for Foreign Objects in Menu Items

NUTRITION APPENDIX .....59

## DEFINITIONS and ACRONYMS:

- **501(c)3:** A designation in the U.S. IRS Code that lists 27 types of non-profit organizations which are allowed exemptions from some federal income taxes. In Missouri, 501(c)3 organizations are also exempt from state tax. The number behind the (c) identifies the type of organizations. SeniorAge is a 501(c)3 organization. The '3' refers to "various charitable, non-profit, religious, and educational organizations."
- **60+:** **60 years of age and over**
- **Advocacy:** To plead for or act on behalf of an individual or group to obtain a service or to assist older persons in maintaining their rights
- **AAA:** Area Agency on Aging, created under the Older Americans Act to administer programs; SeniorAge is one AAA. There are 655 in the U.S., 10 in the state of Missouri.
- **AoA:** Administration on Aging, the federal agency within the Department of Health and Human Services which is charged with the responsibility of distributing OAA grants annually, based on population formulas, to 54 state government and territorial AAAs and 230 Title VI Native American programs.
- **Congregate Nutrition Services:** The provision of nutrition services to 60+ in an approved group setting
- **Contract Service:** A service provided by for-profit or not-for-profit corporations, or individuals who receive grants or contracts from SeniorAge
- **Contribution:** Money given voluntarily and confidentially toward the cost of a service
- **CSR:** Missouri Code of State Regulations
- **DHSS:** Missouri Department of Health and Senior Services; the Missouri state agency that channels federal funding to AAAs.
- **Direct Service:** A service provided by SeniorAge employees
- **EBT:** Electronic Benefits Transfer for food stamp program
- **EDL:** Missouri Division of Senior Services Employee Disqualification List
- **Eligible Spouse:** A spouse under age 60 who is married to someone 60+ or widowed from someone 60+ who was a service recipient
- **ESP:** Elder Services Program
- **Equipment:** For the purposes of this policy manual, equipment is defined as tangible property having a useful life of more than one year and an acquisition cost of \$500 or more per unit.

- **General Revenue Funds:** Funds provided by the State of Missouri for specific services
- **LTC:** Long Term Care programs, i.e., long term care living facilities
- **ma4:** Missouri Association of AAAs, the state voice for Missouri's 10 AAAs. Its mission is to support AAAs in developing full-range services.
- **MAIN:** Missouri Aging Information Network, a web-based information resource maintained by Missouri AAAs, [www.moaging.com](http://www.moaging.com)
- **Match:** To qualify for some federal or state funding, certain programs require a level of "match" funding. This match funding may be the "cash value" of third-party, in-kind contributions such as volunteered time or labor, or other cash resources that are contributed toward program service.
- **N4A:** National Association of AAAs, the national voice for all AAAs, [www.n4a.org](http://www.n4a.org)
- **AGINGIS:** National Aging Program Information System
- **OAA:** Federal Older Americans Act of 1965, a national commitment to ensure the dignity and independence of our older adults
- **OATS:** Originally the Older Adults Transportation System, OATS is now a transportation system for all ages, partially funded by AAAs.
- **Older Person:** For the purpose of this work, 60+ in age
- **OMB:** Office of Management and Budget
- **Ombudsman:** A volunteer who works to resolve disputes on behalf of residents in long-term care facilities without necessarily ascribing fault to individuals or administration
- **PSA:** Planning and Service Area; SeniorAge's PSA includes 17 designated counties in SW Missouri: Barry, Christian, Dade, Dallas, Douglas, Greene, Howell, Lawrence, Oregon, Ozark, Polk, Shannon, Stone, Taney, Texas, Webster, Wright.
- **Potentially Hazardous Food:** Any perishable food which consists in whole or in part of milk or milk products, eggs, meat, poultry, fish, shellfish, or other ingredients in a form capable of supporting rapid and progressive growth of infectious or toxic micro-organisms. The term does not include foods which have a pH level of four and six-tenths (4.6) or below.
- **RFP:** Request for Proposal; a formal invitation to prospective contractors to submit proposals to provide a defined set of activities, services, or goods
- **RFQ:** Request for Qualification; a type of RFP which is a formal invitation to prospective providers to submit information suitable for determining eligibility as a qualified provider
- **SCA:** Senior Center AAdministrator

- **Senior:** For the purposes of this document, "Senior" refers to a person 60+ in age
- **Service Provider:** For the purpose of this manual, "Service Provider" refers to both direct and contract entities providing any and all services.
- **SSBG:** Social Services Block Grant
- **SeniorAge:** SeniorAge Area Agency on Aging (Area Agency on Aging for Southwest Missouri)
- **Target Population:** 60+ with the greatest social and economic need, especially low income, rural minority
- **Title III B:** Supportive Services provided for in the Older Americans Act (OAA)
- **Title III C-1 Meals:** Congregate Meals programs provided for in the OAA
- **Title III C-2 Meals:** Home-Delivered Meals programs provided for in the OAA
- **Title III D:** Disease Prevention and Health Promotion provided for in the OAA
- **Title III E:** Caregiver programs provided for in the OAA
- **USDA:** United States Department of Agriculture



## SECTION I: SeniorAge Overview

### A. SeniorAge's Directives from the Older Americans Act (OAA):

- To be an advocate for older Missourians,
- To develop and coordinate services that enhance quality of life,
- To cooperate with other agencies and organizations with similar responsibilities, and
- To use available resources in an efficient and effective manner.

**B. SeniorAge's Purpose as an Area Agency on Aging (AAA):** To develop a comprehensive and coordinated delivery system of services to enable southwest Missourians, age 60+, to remain in their own homes, or least restrictive environment, as long as possible.

**C. SeniorAge's 17-County Planning and Service Area (PSA):** Barry, Christian, Dade, Dallas, Douglas, Greene, Howell, Lawrence, Oregon, Ozark, Polk, Shannon, Stone, Taney, Texas, Webster, and Wright counties.

**D. SeniorAge's Authorization under the OAA:** To develop and administer an area plan for the fulfillment of directives, and to serve as an advocate and focal point for older persons in the planning and service area.

**E. SeniorAge's Provision of Services:** SeniorAge develops a system of services for persons age 60+ that includes social services, nutrition services, and access to multipurpose Senior Centers. Special attention is given to those with the greatest social and economic need and to low-income minorities. SeniorAge works to minimize overlapping resources and community services, providing both contract and direct services to ensure that alternatives exist in the following service areas:

1. **Access:** Transportation, outreach, information and assistance, case management, public education, and like programs
2. **In-Home:** Homemaker, chore, adult daycare, telephone reassurance, personal care, respite, and like programs
3. **Legal Assistance:** Legal advice and representation by an attorney, counseling or representation by a paralegal, and like programs
4. **Nutrition:** The provision of congregate and in-home meals and nutrition education.
5. **Ombudsman:** A complaint and grievance resolution process and friendly Visiting program, provided to residents of LTC facilities by trained volunteers

## SECTION II: Governance and Planning

### A. Designation of Responsibility:

#### 1. SeniorAge Board of Directors:

**a. Provides Planning for SeniorAge within the PSA, as Mandated by the Amended Older American's Act.** This planning process includes:

- (1) Setting the overall parameters used for the development of a comprehensive and coordinated delivery system of services to enable seniors to remain independent and in the least restrictive environment.
- (2) Identifying the mission, priorities, goals, and objectives of the agency, the resources to achieve the goals, and alternative strategies for use of resources.
- (3) Researching needs, to include, but not limited to: public hearings, staff interaction, board retreats, needs assessments, review of demographics, and identification of funding constraints.

**b. Initiates, Authorizes, and Issues All Policy Statements**

2. **SeniorAge Advisory Council:** Advises the SeniorAge Board of Directors and staff on the establishment of priorities and the development of overall plans for programs on aging.
3. **SeniorAge CEO and/or Designated Staff:** Implement policy statements; assure compliance, effective administration, and management of policies, procedures, programs, and operations consistent with the intent of general statements of policy.
4. **Service Providers:** Comply with all policies.

#### **B. Sanctions:**

Any Service Provider who does not comply with these policies is subject to:

1. Delay in funding payments,
2. Loss of contract, or
3. Other sanctions as determined by the Board of Directors.

#### **C. Amendments:**

1. **Receipt of Recommendations:** Amendments or additions to these policies may be proposed at any time to the CEO. Compliance with AoA and DHSS may also, occasionally, require new policies.
2. **Review:** The CEO reviews all proposed amendments or additions and makes recommendations to the SeniorAge Board of Directors.
3. **Approval/Dismissal:** The SeniorAge Board of Directors makes final decision on the adoption of any amendments or additions.
4. **Notification of Any Policy Changes:** Service Providers receive an updated manual if policy changes occur.

## **SECTION III: Service Provision Options**

### **A. SeniorAge Provides Services by Direct or Contract Means.**

1. **Direct Services:** This option is chosen when the following conditions occur:

- a. **Comparable Service at Cost Savings:** SeniorAge employees are able to deliver comparable services at a lower rate than contractors;
  - b. **Adequacy is in Question:** Direct service is necessary to assure an adequate supply of service; or,
  - c. **Germane to SeniorAge Mission:** The service is directly related to SeniorAge's administrative mission. These services include:
    - Information and Assistance
    - Outreach
    - Advocacy
    - Program Development
    - Coordination of programs and services
    - Case Management
    - Public Information and Education
    - Caregiver Information
    - Caregiver Assistance
2. **Contracted Services:** This option is chosen when the following occurs:
- a. **Adequate Service Providers:** Community Service Providers demonstrate the capability and willingness to provide services on behalf of SeniorAge for equal value;
  - b. **Comparable Services at Cost Savings:** Contractors are able to deliver comparable services at a lower rate than SeniorAge employees; or
  - c. **Board Choice:** The SeniorAge Board of Directors approves a Service Provider.

## SECTION IV: Sub-grants and Contracts

**A. Issuance of RFPs and RFQs:** At least every three (3) years, SeniorAge develops and issues an RFP or RFQ for each service and program to be funded when the aggregate award exceeds \$10,000.

**B. Contract Awards:** The SeniorAge Board makes all decisions regarding the award of contracts.

### C. Appeal Process for Applicant Service Providers

A fair and equitable appeal and dispute procedure is provided to any applicant Service Provider whose service proposal has been denied or whose funding has been terminated:

1. **Written Request for Hearing:** The applicant shall request a hearing in writing, stating the reasons for the request, within thirty (30) days of decision notification.
2. **Written Basis for Decision:** The CEO states, in writing, within twenty-one (21) days, the basis for the said decision.
3. **Meeting with CEO:** Upon request of further consideration, the CEO meets with the Service Provider/applicant within fourteen (14) days to informally answer

questions and present the decision rationale. The CEO presents a written summary of the meeting to the Board of Directors at the next Board meeting.

4. **Formal Hearing with Board of Directors:** If the applicant is not satisfied with the CEO meeting, a formal hearing with the Board of Directors may be requested, in writing, to dispute the said decision. If the request is received by the Board of Directors at least seven (7) days prior to an upcoming regularly-scheduled meeting, it will be heard at that meeting; otherwise the request may be held over until the next regularly-scheduled meeting.
5. **Board's Final Decision:** Following this hearing, send the Board's final decision, in writing, to the applicant.

## SECTION V: Prioritize Target Population

**A. Identify Target Population:** Individuals age 60+ with greatest economic and/or social need receive service preference.

1. **Greatest Economic Need:** The criteria used for defining and determining service recipients of "greatest economic need" is income at or below the poverty levels established by the OMB (Office of Management and Budget).
2. **Greatest Social Need:** The criteria used for defining and determining service recipients of "greatest social need" are individuals 60+ with one of the following challenges, in which the challenge restricts ability to perform normal daily tasks and/or threatens capacity to live independently:
  - a. A physical or mental disability, or
  - b. A geographic or rural isolation, or
  - c. A cultural or social isolation (i.e., racial and ethnic minority), or
  - d. A language barrier. *(If a substantial number of older individuals in any planning and service area are of limited English-speaking ability; OAA section 321(a)(3) authorizes the use of Title III Funds for language translation services.)*

### **B. Set Priorities for Reaching Target Population:**

Direct primary outreach toward individuals with greatest social and economic need(s). Place special emphasis on low-income minority individuals. Use any or all of the following outreach methods:

1. Notices in local publications
2. Telephone calls
3. Community meetings
4. Word-of-mouth referral by service recipients
5. Referral by other social service agencies
6. Newspaper Public Service Announcements
7. Radio and Television Public Service Announcements

## SECTION VI: SeniorAge's Technical Assistance to Service Providers

**A. General Technical Assistance:** SeniorAge's responsibilities to Service Providers include technical assistance in the following areas:

1. Guidance in preparing RFP/RFQ requests
2. Program design development (with the exception of budgets)
3. Program design enhancement
4. Activities coordination development
5. Accountable administrative and management development
6. Assurance of fiscal accountability
7. Accurate and comprehensive record keeping and reporting
8. Affirmative Action and Equal Employment Opportunity implementation
9. Program objective accomplishment
10. Compliance with grant or contract provisions
11. Completion of corrective actions for problems identified in assessments
12. Carrying out other provisions of the grant or contract

**B. Written Provision:** Whenever technical assistance is provided; Service Providers receive in writing:

1. **Recommendations**
2. **Justification** based on federal, state, or agency policy
3. **Time frames**, if necessary, for actions to be taken

## **SECTION VII: Administrative Requirements for SeniorAge and all Service Providers**

### **A. Licensure, Certification, and Registration Requirements:**

1. All applicable licensure, certification, or registration mandated by any state or local government, body, or board must be fulfilled and maintained.
2. Only employees or volunteers holding a current license, certification, or registration to perform tasks, duties, or functions for which licensure, certification, or registration is required are allowed to participate.

### **B. Insurance Requirements:**

All Service Providers must maintain, keep on file, and make available for inspection the following types of insurance:

1. **Worker's compensation**, if appropriate
2. **Comprehensive General Liability** covering employees, volunteers, and service recipients (administrative and Senior Center offices)
3. **Product Liability:** If applicable to services provided
4. **Property Coverage Insurance**
5. **Auto Liability for Service Provider Vehicles**

## 6. Employees' Dishonesty Insurance

**C. Tax Requirements:** All Service Providers must fulfill all federal/state tax regulations, properly withhold, deposit timely, and fully report payroll taxes.

### D. Personnel Requirements:

All Service Providers shall:

- 1. Maintain Personnel Policies:** These, at minimum, include:
  - a. General Purpose of Policies
  - b. Recruitment and Selection of Personnel
  - c. Conditions of Employment
  - d. Pay Policies and Work Schedules
  - e. Employee Benefits
  - f. Employee Disciplinary Policies
  - g. Termination of Employment
  - h. Grievance Procedure
  - i. Personnel Records
  - j. Code of Ethics
- 2. Maintain a Written Plan for Recruiting, Orienting, Training, and Supervising Volunteers to Assist with Service When Appropriate.** Include a procedure for terminating volunteers when appropriate. Preference for volunteerism is given to those 60+, but qualification is not limited to 60+.
- 3. Maintain Job Descriptions:** Clearly state responsibilities of all staff and volunteers who are paid in full or in part with SeniorAge funds.
- 4. Comply with Affirmative Action Plan:** Required of Service Providers with twelve (12) or more employees
- 5. Show Preference to Older Workers:** Give preference to applicants who are 60+ for all full-time or part-time positions, subject to job qualification requirements.
- 6. Offer Adequate Training to All Staff and Volunteers.**
- 7. Create Appropriate Task Assignments:** Staff and volunteers must not be positioned in tasks beyond their qualification.
- 8. Assure Adequate Supervision and Oversight of All Staff and Volunteers by Qualified Personnel.**

### E. Drug-Free Workplace Act of 1988 Policy Compliance

- 1. Compliance with Policy:** Certify compliance with these provisions to fulfill the Drug-Free Workplace Act of 1988:
  - a. **Post:** Post and provide each employee notice that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, as defined in the Controlled Substances Act, is prohibited in the workplace of the contractor or grantee and compliance with this prohibition is a condition of

employment with SeniorAge or any SeniorAge contract or grant. State that employee must notify the employer within five days of any conviction (including a plea of nolo contendere) for violating any state or federal criminal drug law by an action committed in the workplace. Specify the actions to be taken if employees violate this prohibition.

- b. Inform SeniorAge:** Notify SeniorAge within ten (10) days upon receiving notice of an employee's conviction with respect to a drug-law violation occurring in the workplace.
  - c. Establish Information Program:** Establish an information program for affected employees, communicating: (1) the employer's policy of maintaining a drug-free workplace (2) the dangers of workplace drug abuse (3) the penalties the employer shall impose for drug violations and (4) information about any available drug counseling, rehabilitation, or employee assistance programs.
  - d. Provide Good Faith Continuance:** Make a good faith effort to preserve a drug-free workplace by continuing to observe the preceding requirements.
- 2. Failure to Comply:** Any contractor failing to fulfill the above requirements risks suspension of payments, termination of the contract, or debarment from receiving contracts or grants for up to five years. A contractor may be suspended for:
- a. False Certification Statements**
  - b. Incompliance:** For not complying with the Act's requirements (i.e., by failing to publish the necessary statements); or
  - c. Excessive Occurrence:** When such an excessive number of employees are convicted of criminal drug-law violations occurring in the workplace that it is evident the employer has not been making the required good faith effort to maintain a drug-free workplace.

#### **F. Americans with Disabilities Act Compliance:**

Implement the provisions of this act, which prohibits discrimination against people with disabilities. Provisions include:

- 1. General Accessibility:** Make operation of programs, services, and activities readily accessible and usable to persons with disabilities.
- 2. Senior Center Accessibility:** Make Senior Centers compliant with ADA standards, removing barriers to increase access to the facility, access to the area of services, access to restrooms, and any other barriers. If barrier removal is not readily achievable, develop a written plan to achieve compliance, as well as alternative methods to receive service in the interim.
- 3. Provide Integrative Settings:** Make reasonable accommodation to allow persons with disability to participate in an integrative setting whenever possible, or an alternative setting, otherwise.

#### **G. Coordination Requirements:**

Coordinate services with other provider agencies in the planning and service area to assure comprehensive delivery of services and to reduce duplication.

**H. Religious Neutrality:** Never use any federal or state funds for religious instruction or worship.

**I. Media, Fundraising, and Public Relations Policy**

- 1. Media Presentation or Public Relations Coverage:** Assure that any media presentation or coverage of any services funded in part or in full by SeniorAge, includes fair and visible declaration of SeniorAge's initiative and on-going role in the provision of the services.
- 2. Fundraising Programs:** Assure that any fundraising efforts to build on services funded in part or in full by SeniorAge include fair and visible declaration of SeniorAge's role in the development and provision of the services.

**J. Fiscal Responsibility in Disbursements:**

- 1. Required:**
  - a. Spend funds only for budgeted line items.
  - b. Reinvest program income (contributions and receipts) during the fiscal year within the program from which it was earned.
  - c. Document the program under which income was earned and expended.
  - d. Relinquish all federal funds not spent at the end of the contract period.
  - e. Maintain documentation of funds spent for at least five (5) years. Exception: Retain property invoices indefinitely.
  - f. Mark all bills with date paid, person approving, and account charged.
- 2. Recommended:**
  - a. Use pre-numbered checks that require two hand-written signatures.
  - b. Do not pre-sign blank checks.

**SECTION VIII: Procurement, Control, and Safeguard**

**A. General Safeguards:** To assure approved procurement, record keeping, use, and safeguard of equipment, facilities, utilities, and supplies purchased with program funds.

- 1. Obtain SeniorAge Pre-Approval for Purchase and/or Sales** unless provided for in the original contract. Submit in writing to the SeniorAge CEO any requests to purchase, transfer, or dispose of any capital equipment, furniture, or fixtures. Transfers of capital equipment may be made gratis, if determined feasible by the CEO.
- 2. Maintain Property Records:** Record all property purchases in approved format and submit to SeniorAge. Keep all invoices relating to property purchases indefinitely.



**B. Equipment Rental by SeniorAge:**

1. **Submission of Requests:** Request the lease or rental of a particular item by submitting a written request, with justification, to the SeniorAge CEO.
2. **Approval:** Equipment issue or rental agreements for equipment are approved and/or executed only by the SeniorAge CEO.

**C. Use of SeniorAge Equipment:**

1. **Misappropriation:** No SeniorAge resources are to be used for personal business or otherwise misappropriated.
2. **Equipment Loans:** No SeniorAge equipment will be loaned unless an SeniorAge Project Director and/or CEO issues a loan agreement. The person using the equipment must sign prior to equipment leaving the premises.
3. **Use of Equipment off the Primary Premises:** When it is necessary to take SeniorAge equipment from its primary location for agency service, the responsible person must maintain optimal care. He/she will not be held responsible for unintentional damage to equipment, but a written account of such damage must be submitted to the SeniorAge CEO.
4. **Claim Loss:** When the loss of SeniorAge equipment is covered by insurance, make a written report as soon as possible to the SeniorAge Accounting Department.

**D. SeniorAge Administrative Office Supplies:** All supplies must be requested using the proper procedure and be purchased through the designated agent. Emergency supplies may be purchased by an employee or a Senior Center Board. Request for reimbursement is submitted, with receipt, along with the employee's regular expense account request or with the Senior Center reimbursement report.

**E. Petty Cash Fund:** SeniorAge grant or program dollars, state, and/or federal dollars may *never* be used to maintain a petty cash fund at any center or administrative office, nor may any contractor or grantee use any such funds for petty cash purpose. NOTE: Each Nutrition Site may retain 'starter cash' to make contribution box change at the beginning of the next day's service. This is not considered 'petty cash' because it is used strictly for contribution change. The amount of starter cash to be retained shall be consistently the same each day and this amount shall be determined jointly by the Administrator and Center Board. This cash is SeniorAge program income, however, oversight is entrusted to the Senior Center Board of Directors, not the SeniorAge employee.

**F. Postage:** Personal correspondence shall not be mailed at agency expense.

**G. Space Lease or Rental:** Lease or rental agreements are executed or amended only with the approval and signature of the CEO or COO.

**H. Utilities:** Arrangement for utility services, including telephone, electricity, gas, trash, and water are made by the SeniorAge administrative office if the program is a direct service of the agency. If the service is a part of a grant or contract, the grantee or contractor is responsible for securing the service.

- 1. Billing Procedures:** If paid directly by SeniorAge, utility companies are instructed to send monthly billings to the administrative office for payment. Billings indicate the dates of service, the service address, and the billing address. Grantees or contractors pay utilities direct, unless otherwise stated in the contract.
- 2. Abnormal Repair:** Maintenance services that will result in a charge must be approved by the appropriate Project Director.

**I. Inventory Control Standards:** All items of equipment, furniture, or fixtures with a purchase price of \$2500 or more are tracked in SeniorAge inventory.

**J. Safeguard of Property and Equipment:**

Ensure that all property, equipment, and supplies are properly accounted for and safeguarded.

## **SECTION VIX: Program Eligibility**

Reasonably ensure that participants meet eligibility criteria for programs.

Eligibility assures a recipient the right to make a confidential contribution toward the cost of service.

**A. General Program Eligibility:** Unless otherwise directed by SeniorAge, provide services to the following eligible persons who reside in the PSA:

1. Persons 60+
2. Spouses of persons 60+, regardless of age
3. Widows and widowers, regardless of age, who received service during the lifetime of an eligible spouse or guardian who was 60+

## **SECTION XII: Contribution Compliance and Confidentiality**

**A. Participant's Right to Contribute:**

- 1. Free and Voluntary Opportunity:** Assure that each eligible service recipient is provided a free and voluntary opportunity to contribute to the cost of the service provided.
- 2. Fair and Equitable Suggested Contributions:** The SeniorAge Board of Directors establishes the parameter ranges for suggested contribution amounts, taking into consideration the income ranges of 60+ persons in the community,

other program income, and the actual cost of service. The SeniorAge Board revises contribution rates periodically, as needed.

### **B. Contribution Privacy and Neutrality:**

1. **Privacy Protection:** Protect each service recipient's privacy with respect to his/her contribution. Never, *in any way*, monitor, review, or discuss contributions given by specific participants or engage in *any type* of activity which advertises the amount a specific person contributes. Do not allow volunteers or recipients to engage in this activity.

### **C. Safeguards:** Establish and implement safeguards for the private receipt of all contributions.

1. **Education:** Inform each eligible recipient that no one is denied service because of inability or unwillingness to contribute to the cost of the service.
2. **No Means Test:** Follow the suggested contribution schedule. Never use a means test to determine the amount of contribution.
3. **No Denial of Service:** Do not deny any eligible person a service because he or she will not or cannot contribute to the cost of the service.
4. **Prohibition of "Charge":** Do not "charge" an eligible recipient for any service or activity.

### **D. Contribution and Receipts Accountability:**

1. **Responsibility:** Process all contributions and receipts appropriately and protect from loss, mishandling, or theft.
2. **Reinvestment of Program Income:** Use all program contributions or income to increase program services within the current fiscal year.
3. **Sequence of Funding:** Spend all accumulated contributions before state and federal funds.
4. **Daily Provisions:** Deposit and record all receipts daily.
5. **Reconciliation:** Reconcile receipt records to monthly bank statements. Balanced bank statements are made available to SeniorAge.
6. **Fund Source Allocation:** Designate all revenue and expenditures by fund source.
7. **Fiscal Year Allocation:** Show the fiscal year in which expenses are incurred and revenue is earned.
8. **Audit Reports:** Make all audit reports available to SeniorAge.
9. **Petty Cash Restriction:** Never use grant funds for petty cash purposes.
10. **Income Accumulation:** SeniorAge centers and offices are to avoid a large balance of income on hand. Contractors are also recommended to follow this practice.

### **E. Confidentiality of Recipient Records**

Protect service recipient confidentiality. Adhere to the following rules:

- 1. Strictly Limited Release:** All records that identify service recipients, whether as individual names or compiled lists, are confidential and for the sole purpose of providing services. Do not distribute or use them for any other reason. Release *only* for administrative and program monitoring purposes *only* to the following:
  - Designated employees of the Federal AOA, Regional Office VII
  - Designated employees of DHSS
  - Designated employees of SeniorAge and supervised volunteers
  - Designated employees of a Service Provider
  - Court of competent jurisdiction, when subpoenaed
- 2. Consent for Release:**
  - a. Inform all persons who sign a service application or sign-in sheet that this signature grants consent for submission of identifying information to aid administration and program monitoring.
  - b. Never distribute, release, or make available to any other individual, agency, or organization records that identify recipients, unless the recipient or legal representative has signed a written consent for release of information prior to release that includes *all* of the following three identifications:
    - (1) The individual, agency, or organization to whom the information is to be released,
    - (2) The specific information to be released, and
    - (3) The inclusive dates for which the written consent is valid.
- 3. Ombudsman Program Release:** No information or records maintained by the long-term care ombudsman program may be disclosed unless the long-term care ombudsman authorizes the disclosure.
- 4. Records for Public Inspection:** Program, fiscal, and statistical records that do not identify individual service recipients are not confidential and may be made available for public inspection upon written request.

## **SECTION XIII: Reporting and Record Keeping Requirements for All Providers**

### **A. Timely, Accurate Reporting:**

- 1. Monthly Reports:** Submit monthly reports to SeniorAge by the fifth (5<sup>th</sup>) of each month in an approved format, reflecting expenditures of federal, state, program income, contributions, and non-federal funds. All reimbursements of appropriate budgeted expenses occur based on this financial report.
- 2. Delay in Reporting:** Reports submitted after the 5<sup>th</sup> of each month may result in reimbursement delay.
- 3. Reporting Corrections:** Submit any corrections to SeniorAge regarding previously reported information as soon as possible.

- 4. Supporting Documentation:** During monitoring, provide SeniorAge with adequate supporting documentation for all financial data.

**B. Information Management System:**

SeniorAge maintains procedures for collecting, processing, storing, retrieving, and utilizing information. Systems used to accomplish this management include:

1. Aging Information System (AGINGIS)
2. Elder Services Program (ESP)
3. Programmatic and Financial Reporting Systems
4. Statewide web-based data bank

These systems are continually monitored to assure adequate information provision.

**C. Match:** *(As defined in "Definitions and Acronyms")*

All Service Providers are required to report match as outlined by the contract.

1. **Minimum:** A minimum match of ten (10) percent is to be reported for IIIB, IIIC, and IIID programs; a minimum match of twenty-five (25) percent is to be reported for IIIE programs.
2. **Documentation:** Keep documentation of match on file and available to SeniorAge. Volunteers donating time and/or labor are to sign in-kind documentation.
3. **Volunteer Rate:** Volunteer hours are to be valued at a comparable market rate.

**D. Program Service Documentation:**

1. **Signature Documentation:** Document service deliveries by having each participant (or designated representative) provide a signature on approved forms.
2. **Inability/Unwillingness to Sign:** Do not deny eligible participants services because they are unable or unwilling to provide information, or because they are unable or unwilling to personally sign a signature form.
3. **Participant Registration:** Complete participant registrations for each recipient in the following services:
  - Adult Day Care
  - Care Management
  - Chore Services
  - Home-Delivered Meals
  - Homemaker
  - Personal Care
  - Assisted Transportation
  - Meals
  - Nutrition Counseling
  - Respite

4. **AGINGIS Recording:** Input registrations for these services into the AGINGIS reporting system or report them to the designated SeniorAge employee for input.

**E. Record Storage:**

1. **OAA Programs and Funding:** Maintain all records for three (3) years
2. **Medicaid Programs and Funding:** Maintain all records for five (5) years
3. **SSBG Programs and Funding:** Maintain all records for five (5) years
4. **Paper Assessment Retention:** Only the *current* year's AGINGIS client assessment may be maintained in paper records on file. All previous records are shredded.

## **SECTION XIV: Monitoring and Assessment Procedures**

SeniorAge maintains an on-going monitoring evaluation process to determine whether or not goals and objectives are being achieved.

**A. Monitoring methods** include, but are not limited to:

1. **Monthly Report Review:** All financial and program reports are routinely reviewed upon submission.
2. **Formal Annual Assessment:** SeniorAge completes a regular on-site annual evaluation of each service provider's documentation to monitor services reported and delivered, as well as fiscal and policy compliance with federal, state, and agency regulations. All records and supporting documentation must be available at this time.
3. **Quality of Service Surveys**
4. **Additional Assessments:** Are conducted on new Service Providers or on those determined to need more frequent assessment, if there is evidence of inadequate quality or quantity of service being delivered.

**B. Notification:** Advance notification of assessment is provided, along with the tool/guide to be used, and identification of activities to be assessed.

**C. Assessment Documentation:** All assessments are documented within thirty (30) calendar days after an assessment visit.

**D. Availability of Assessment Findings:** SeniorAge issues a written report to the Service Provider and maintains one on file. The report includes:

1. Identification of findings
2. Identification of technical assistance needed, if any
3. Identification of corrective time frames, if any
4. Identification of potential sanctions, if any

**E. Corrective Response:** If an assessment calls for corrective action, documentation of follow through is required within the specified time frame.

## **SECTION XV: Participant Rights and Responsibilities**

### **A. Assuring Right of Equitable Access to Essential Services:**

- 1. Inform All Eligible Persons of Available Services** and Provide the Maximum Opportunity for Participation.
- 2. Provide Eligible Recipients a Fair and Equitable System** by which Services can be Distributed.
- 3. Provide Opportunities for Recipient Influence** on Program Planning.
- 4. Provide Facilities that are Safe, Sanitary, Accessible, and Attractive**
- 5. Provide Opportunities for Volunteer Participation**, if appropriate.
- 6. Provide In-Home Services** that Support Independent Living.

### **B. Assure Right to Participant Record and Contribution Confidentiality:**

- 1. Assure that All Monetary Contributions are Confidential.**
- 2. Assure that Individual Participant Records are Maintained in a Responsible and Confidential Manner.**

### **C. Participant Responsibilities:**

- 1. To Substantiate Service Delivery:** Request a signature for each receipt of service. If a recipient is unable or unwilling to sign for a service, a person(s) may be designated to sign for the individual. Make a note on the service recipient's registration form of the designee.
- 2. To Abide by Policies and Regulations of SeniorAge**
- 3. To Cooperate with the Program Director and Other Staff**
- 4. To Contribute to the Program as Individually Able**

### **D. Standard Process for Denial of Services:**

When a service recipient or program participant refuses to comply with written guidelines and procedures, or fails to exhibit socially acceptable behavior, a 30-day termination of services to the offending participant may be invoked. The following protocol is followed, keeping SeniorAge fully apprised of each step:

- 1. Counsel:** Attempt to resolve the problem by counseling the offending participant.
- 2. Oral Warning:** If the participant fails to comply with resolution counseling, give an oral warning that termination of participation may result.
- 3. Second Oral Warning:** If unsatisfactory conduct recurs or continues within 45 days, issue a second verbal.
  - a.** Have a third party witness the warning;
  - b.** Document the incident; and
  - c.** Have a third party verify the documentation.

4. **Written Warning:** If compliance is not achieved by two oral warnings, prepare a written statement for the participant, detailing the offending behavior, and the guidelines and procedures which preclude such behavior.
5. **Written 30-Day Termination:** If unsatisfactory conduct persists, send a written notice of 30-day termination by certified mail or hand deliver in the presence of a third party witness. Include in written notice:
  - a. Behavior that prompted the action;
  - b. Guidelines and procedures that preclude such behavior;
  - c. Specific service or services to be withheld; and,
  - d. Length of time services are to be withheld. *Termination is not to exceed thirty (30) consecutive days.*

**E. Termination of Services or Program Participation for Acts of Violence or Unruliness:** *(Also refer to "Life Safety" section of this manual.)*

Behavior that is unlawful, unruly, or dangerous to participants, providers, or others is cause for an **immediate** withdrawal of services or request to leave program premises, which shall be accomplished, if warranted, with the assistance of law enforcement personnel. **Permanent** termination of services or access to the perpetrator(s) may result.

**F. Grievance Procedures for Program Participants:**

An aggrieved service recipient is provided fair recourse when he/she believes an unjust action or termination has occurred, or when operational rules interfere with the service recipient's access to services. The accepted procedure is as follows:

1. **Manager Conference:** Within thirty (30) days of the alleged unjust action or termination, the aggrieved person may request a conference with the SeniorAge Regional Supervisor or appropriate SeniorAge Program Manager. The request is honored within fourteen (14) days of receipt.
2. **CEO Conference:** If the supervisor/manager conference fails to resolve the problem, the aggrieved person may request, within thirty (30) days of the manager conference, a conference with the CEO. The request is honored within fourteen (14) days of receipt.
3. **SeniorAge Hearing Request:** If conference with the CEO fails to satisfy the participant, the participant may submit in writing, within 30 days of the CEO conference, a hearing request to the Chairman of the SeniorAge Board of Directors. The Executive Committee will then review the appeal.
4. **SeniorAge Hearing:** Within thirty (30) days of the request, the Chairman will call and Executive Session to meet with the aggrieved. The committee hears the grievance, explores all possible resolutions, and reports their findings and recommendations to the Board of Directors.
5. **Final Determination:** Within thirty (30) days of committee report to the Board of Directors, the SeniorAge Board of Directors acts upon the recommendation,



makes the final determination, and notifies the petitioning individual of the final decision in writing.

## **SECTION XVI: Life Safety and Non-Hostile Work Environment**

### **A. Zero Tolerance Violence and Unruliness Policy:**

SeniorAge has zero tolerance for any violence or unruly disturbance from customers, employees, volunteers, or any other individual occurring on (or in) any property owned or operated by SeniorAge or in the course of any SeniorAge services or programs. Therefore; to ensure the safety of all employees, providers, customers, and volunteers, all threats implied or announced and/or unruly conduct, will be taken seriously and investigated using the following action steps:

- 1. Immediately Report All Threats of Violence Implied or Announced and/or Unruly Behavior by Any One.** Report to the Senior Center Administrator (SCA) if it occurs at a Senior Center or in the course of a Senior Center service; report to the SeniorAge Administrative Safety Officer (SO) if it occurs at the SeniorAge administrative office or in the course of a program service from the administrative office.
- 2. Make a Preliminary Assessment to Determine if there is Cause for Concern.** SCA or SO immediately, but cautiously, assesses the situation, accompanied by a second employee/volunteer.
  - a. If *at any time during this process* any imminent danger is suspected, call the police and clear the immediate area of all other people.
  - b. Only if it is deemed safe should the SCA/SO make further contact with the threatening individual prior to the arrival of emergency response persons.
  - c. If it is **safely** possible, the SCA/SO may secure a photo of the threatening individual for later identification.
- 3. If the SCA/SO determines there is no immediate danger but has established that the individual did make a threat or manifested unruly behavior,** ask the individual to leave the center/facility immediately and not return until a resolution has been reached.
- 4. Immediately Report the Events to the SeniorAge CEO, CHRO, or Area Supervisor,** to determine an appropriate plan of action according to the severity of the threat and action already taken. If deemed appropriate, make a police report to local authorities.
- 5. Notify the Offender in Writing of the Resolution.**
- 6. Notify all Surrounding Senior Centers and/or SeniorAge Program Providers of the Threat.**
- 7. Write a report of the incident and all corresponding actions and submit to the SeniorAge CEO or COO.**

### **B. Employee Safety Compliance:**

SeniorAge's success in achieving safety for all program personnel and customers directly relates to the diligence of *every* employee and contractor. *Everyone* must work with personal and customer safety in mind *at all times*. **There is no situation or reason that would cause safety to be secondary. The goal is perfect safety.** This requires not only being responsible for personal safety, but also the safety of fellow employees and each customer.

- 1. Follow All Safety Rules:** Every accident happens for a reason. In 99% of all cases, that reason is failure to follow safety rules:
  - Someone failed to know the rules;
  - Someone failed to check equipment;
  - Someone failed to follow the rules.
- 2. Within SeniorAge staffing, safety is a condition of employment.**
- 3. Stop Activity Immediately When Witnessing Unsafe Conditions or Procedures, and Report the Activity to Appropriate Supervisor.** Report any disregard of safety policies to the SeniorAge Safety Officer.

**C. Facility Safety Rules: (Required of all facilities used for delivery of SeniorAge services)**

**1. Comply with All Applicable State and Local Fire and Safety Laws.**

If state or local safety laws, ordinances, or codes are not adequate to assure the safety of older persons, or if a locality has no governing fire and safety laws, ordinances or codes, apply the provisions of the National Fire Protection Association "Life Safety Code" for places of assembly.

- 2. First Aid:** Maintain a proper, readily-accessible First Aid Kit. (Employees who provide first aid to an injured person do so as a "Good Samaritan" act, and not as a condition of employment.)
- 3. Fire Safety:**
  - a. Equipment Installation and Location:**
    - (1) In consultation with local fire inspectors, install an adequate number of appropriate smoke detectors and fire extinguishers in strategic locations.
    - (2) Keep extinguishers fully charged, in their designated places; always in full view and in easy reach.
  - b. Fire Safety Training: (Comprehensive and Refresher)**
    - (1) Train how to report a fire to the fire department.
    - (2) Train to know the location of all fire extinguishers and how to use them.
  - c. Equipment Inspections and Maintenance:**
    - (1) Maintain a written schedule for inspecting fire extinguishers and smoke alarms. (Form 900)
    - (2) Inspect fire extinguishers and suppression systems monthly.
    - (3) Inspect smoke alarms quarterly.
    - (4) Maintain a service contract for fire and suppression equipment with a recognized company.

- (5) Clean exhaust hoods, air filters, and duct systems regularly.
- (6) Regularly check electrical wiring for safety and adequacy.
- (7) Periodically inspect all electrical equipment for grounding.
- (8) Maintain all compressors, exhaust fans, and air conditioning motors free of dust, lint and oil. (This includes freezers, refrigerators, etc.)
- (9) Empty all ashtrays into covered metal containers.
- (10) Never store flammable items in furnace rooms.
- (11) Adjust cooking flames to the size of the pot or pan used.
- (12) Never allow trash to accumulate. Follow safe disposal of trash routine.

**d. Evacuation Safety Training: (Comprehensive and Refresher)**

- (1) Clearly post an emergency evacuation plan.
- (2) Conduct and Document Periodic Evacuation Trainings and Drills.
- (3) Develop and implement a *Written Plan for Assuring Life Safety* for safety threatening situations. Include responsibility assignments and actions to be taken if an emergency occurs. File at the facility and send a copy to SeniorAge.

**4. Service Recipient Personal Emergency Response:**

- a. Designate and train specific personnel to take charge in such an emergency.
- b. Have at least one person, present or immediately available, during all hours that the center is open, who has successfully completed a training course in first aid or emergency care that includes:
  - Basic first aid;
  - Cardiopulmonary Resuscitation (CPR);
  - Heimlich Maneuver; and
  - Guidelines on when to attempt first aid or when to take alternative action.
- c. Conspicuously post by each telephone written instructions for 911 emergency calling, other local emergency phone numbers, and civil defense or disaster offices.

**5. Floor and Aisle Safety:**

- a. Maintain a dry, non-slip floor.
- b. Post appropriate hazard signs on wet floors to alert employees and customers of slippery walking conditions.
- c. In areas subject to grease and fluids, i.e., near stoves, dishwashers, and ice machine, make sure floors are of non-skid material or covered with washable mats.
- d. Clean up spilled food and broken dishes immediately. Use brooms and dust pans or a vacuum to clean up broken glass and crockery.
- e. Maintain easily recognizable, sufficient clearance, permanent aisles for clear passage.
- f. Keep all aisles and steps well lighted to prevent falls.

- g. Never allow carts, boxes, trash cans, etc. to block exits, passageways, fire extinguishers, or electrical breaker panels.
- h. Maintain all floor mats in good repair.
- i. Have a secure hand-railing for all stairs and steps.
- j. Cover all floor holes, such as drains.

**6. Concealed Weapon Posting:** Conspicuously post a sign, 11 x 14 or larger, with one inch or larger lettering that concealed weapons are forbidden on the premises.

**7. Falling Safety:**

- a. Use a sturdy step stool for reaching high shelves.
- b. Store boxes and other containers in a cross-stack pattern to prevent falling.
- c. Stack boxes with the heaviest placed on the bottom and the lightest on top.

**8. Horseplay and Running:** Never engage in horseplay or run while working.

**9. Heat Disorders:** Educate personnel on the symptoms of heat related disorders. High heat levels can cause heat-related illness.

**D. Reporting Senior Abuse and Imminent Danger:**

*Employees of SeniorAge are mandated reporters with regard to elderly abuse, neglect, exploitation, or imminent danger. The elderly abuse hotline for immediate reporting is 1-800-392-0210.*

**1. Train all Employees and Volunteers in Recognition of Possible Abuse, Neglect, Exploitation, or Likelihood of Serious Physical Harm Involving Older Persons.** Evidence of the likelihood of risk for serious physical harm means one or more of the following exists:

- a. An eligible adult has failed to, or is unable to, provide for essential human needs, evidenced by acts or behavior which have caused harm, or which give another person probable cause to believe that the adult will sustain harm;
- b. An eligible adult has made recent credible threats, acts, or behavior which have caused harm, or which give another person reasonable fear that the eligible adult will inflict harm upon him/herself;
- c. Recent acts or behavior have caused harm or give another person probable cause to believe the eligible adult will sustain harm; or
- d. An eligible adult has suffered physical injury, neglect, sexual or emotional abuse, or other maltreatment or wasting of his/her financial resources by another person.

**2.** If an elderly person appears to be abused, neglected, exploited, or in imminent danger, bring this to the attention of an appropriate official for follow-up.

**E. Clearance verification for staff and volunteers:** Assure that all volunteers who work within SeniorAge programs and contracts have clearance through the Elder Disqualification List (EDL). All employees require clearance through the Family Care Registry and E-Verify.

**F. Disaster response:** All SeniorAge program facilities and contractors agree to work in cooperation during time of disaster.

**G. Sexual Offender (SO) Identification Procedure to be Followed by SeniorAge Employees**

- a. When a home visit is to be made, the following information must be obtained:
- First and last name of client (Spelling must be correct.)
  - Full address
  - Date of Birth (DOB)
- b. BEFORE going into any home for a case management visit, check the client against the Missouri State Highway Patrol, Missouri Sex Offender Registry at the following web address.
- <http://www.mshp.dps.mo.gov/MSHPWeb/PatrolDivisions/CRID/SOR/SORPage.html>
- Steps for using the sexual offender identification website:
- Click "I Agree"
  - Click on the Search link (yellow box at top of page)
  - Input first and last name
  - Click on search
- c. In addition, conduct a separate address search to ensure no one else is registered at the client's address:
- Click on the Search link (yellow box at top of page)
  - Input street name and city only
  - Click on search
- d. When registering a client in AGINGIS on the client registration page, after clicking "save", check to see if a "sexual offender box" appears in one of the following colors:
- **Red:** Indicates Name, Address, and Zip match (This usually means the client is a SO)
  - **Orange:** Indicates address matches (This usually means someone in the home is a SO)
  - **Purple:** Indicates a first and last name match (Not necessarily a SO)
- NOTE: AGINGIS sexual offender data is only updated once per month.*
- e. If the client's name or address is flagged or is on the listing, at least two staff (or one staff person with a board member or volunteer) must go to the home together to do the case management.
- f. The failure of SeniorAge employees to follow the SO Identification Procedure will result in strict disciplinary action.

**H. Dealing with Potentially Dangerous Animals:**

1. If a home visit is to be made where there is an animal that an SeniorAge employee, contractor, or volunteer believes may present a danger or threat, that observation must be reported as a notation on the recipient's assessment/authorization form.
2. The recipient must be made aware of the concern and be asked to pen or otherwise restrain the animal in question prior to further visits by program personnel or volunteers.
3. No employee, volunteer, or service provider is expected to leave their vehicle in the presence of an unrestrained animal thought to be aggressive or potentially dangerous.
4. If a cell phone is available, call the home and ask that the animal be restrained.
5. Leave the premises if the recipient cannot or will not restrain the animal.
6. If a second attempt to deliver service is made and the animal situation is unchanged, notify the recipient in writing that services will be discontinued until the animal is restrained or removed.
7. If the individual is a home meal recipient, provide the option of having a friend or family member pick up meals for them.
8. Promptly report any incidents with an animal, especially a bite, to appropriate SeniorAge staff for further action.

# Policies and Procedures

## PART TWO:

### **An Addendum to *Policies and Procedures, Part One*, to provide specific guidance for SeniorAge Senior Center Nutrition Providers**

*Policies and Procedures, Part Two*, provides additional guidance for SeniorAge's Senior Center Functions. All *Part One Policies and Procedures* also apply to Senior Centers.

SeniorAge Area Agency on Aging  
1735 South Fort Avenue  
Springfield, MO 65807-1204

417-862-0762      800-497-0822

## SECTION I: Senior Center Meal Service Provision Options

### A. SeniorAge Provides for Two Types of Meal Programs:

1. **IIIC-1 Congregate meals** provided in group settings
2. **IIIC-2 Home-delivered meals** to eligible individuals, with an availability of at least five meals a week, if appropriate

### B. SeniorAge Provides Meal Nutrition Under the Following Provisions:

#### 1. Through On-Site Cooking Senior Centers:

- a. Cooking sites must have full equipment and space suitable for receiving, preparing, holding, and storing food and food items, in compliance with DHSS CSRs.
- b. These sites may prepare and deliver food to other Senior Centers.
- c. The Director of Nutrition determines staffing based primarily on the number of meals served. At least one cook is on staff for ordering/purchasing, completing all phases of meal preparation, maintaining inventory and record keeping, securing storage of food and supplies, cleaning and sanitizing, and maintaining equipment.
- d. The determination of labor hours for cooking sites considers comparative performance by similar facilities, number and quality of meals served, kitchen and storeroom layout, available equipment, food delivery access, and volunteer availability.
- e. All cooking and serving sites must be approved by the DHSS and the Division of Senior Services & Regulations.

#### 2. Through Catered Senior Centers:

- a. Catered sites receive and serve hot, prepared foods, usually bulk-packed.
- b. Food is normally sent from a nearby cooking Senior Center. If a cooking center is not within reasonable distance, other licensed and inspected food service establishments (restaurants, nursing homes, schools, etc.) are contracted with to provide bulk-prepared food.
- c. Catered centers must have minimal equipment for holding and storing food at proper temperatures, in compliance with DHSS CSRs.
- d. All serving sites must be approved by the DHSS and the Division of Senior Services & Regulations.

#### 3. Through a Frozen Meal System: Authorized frozen meals are used for home-delivery when:

- a. A hot meal is not in the service recipient's best interest,
- b. It is not feasible to deliver a hot meal each serving day, or
- c. A home recipient needs weekend meals.

## SECTION II: SeniorAge's Specialized Technical Assistance for Senior Center Nutrition Providers



**A. Technical Assistance:** In addition to General Technical Assistance, SeniorAge's technical assistance responsibilities to Nutrition Providers include:

1. Meal cost and portion control
2. Commodity/cash use
3. Nutrition Education (Provided by dietitian/nutritionist)
4. Nutrition policies and standards
5. Modified diets (Provided by dietitian/nutritionist)
6. Food buying and preparation
7. Food inventory
8. Menu planning (Provided by dietitian/nutritionist)
9. Kitchen design and purchase of equipment
10. Fire and safety procedures
11. Sanitation
12. First-aid and emergency life-saving techniques

### **SECTION III: Procurement, Control, and Safeguard**

**A. Central Purchasing System for Nutrition Service Providers:** Program food and supplies are purchased through SeniorAge's central purchasing system.

1. **Approved Vendors:** SeniorAge maintains a list of approved vendors in two categories from which Nutrition Service Providers may order:
  - a. **Major suppliers**—Food items and supplies are primarily ordered through this category of supplier.
  - b. **Alternate suppliers**—Necessary food items and supplies are ordered from these suppliers when such food items and supplies are not available from a major supplier.
2. **Vendor Modifications:** Additions or deletions to these vendor lists must be requested from the Director of Nutrition in writing. State the name, address, and phone number of the vendor, along with justification supporting the request.
3. **Unapproved Vendors:** Purchases from unapproved suppliers may result in non-payment, delays in processing, or an audit exception for contract centers.

#### **B. Procurement of Donated Food Items for Nutrition Programs:**

Under NO circumstances are home-canned products to be used in any program. Other donated foods may be accepted for use if the following conditions are met:

1. If approved by the Director of Nutrition
2. If products are unopened, and in saleable condition
3. If products come from an approved food bank and meet all quality conditions
4. If fresh fruits and vegetables meet the following criteria:

- a. Have NOT been grown or harvested in the immediate vicinity of a livestock or pet domicile
- b. Have NOT been in contact with pesticides, chemicals, or substances that are not approved by the Environmental Protection Agency during their growth or harvest
- c. Are fresh and do not show signs of spoilage or insect infestation
- d. Can be properly stored, washed, prepared, and used within a reasonable length of time.

### **C. Nutrition Inventory Control Standards**

#### **1. Physical Inventories for Direct Service Nutrition Programs:**

- a. **Conduct Annual Physical Inventory:** For all program equipment
- b. **Conduct Quarterly Physical Inventory:** For all food and nutrition supplies:
  - On the last working day of each calendar quarter, at least two people shall physically count and record the quantity of food, frozen meals, and supplies on hand at the center.
  - If the last working day is not convenient, carry out this process early on the first working day of the subsequent quarter.
  - Record all physical inventories in approved format, identified as to center, extended as to value of inventory, dated and signed by the persons who took the inventory.

#### **2. Perpetual Inventories:** Maintain ongoing perpetual inventory records showing the balance of products on hand for each food item in a method prescribed by SeniorAge.

- a. **Daily Record:** Log items used in meal preparation daily
- b. **Receipt Verification:** Substantiate perpetual inventory receipts by delivery invoices, received and signed by authorized center personnel.

### **D. Safeguard of Property and Equipment:**

#### **1. Senior Center Storeroom and Freezer Procedures:**

- a. Notify the SCA of any unauthorized entry into the storeroom at any time.
- b. Keep storeroom and freezers locked at all times when not in use.
- c. Assign one person the custody of storage keys.
- d. Allow only one extra set of storage keys for any center. Destroy all additional keys.
- e. Safeguard the extra set of food storage keys: Seal and tape firmly across the seal. Write signatures and date on the tape.
- f. In an emergency obtain the envelope with the keys and, in the presence of at least one witness, verify that it has not been opened.

- g. If the envelope is found already opened, take an inventory immediately of all applicable storage areas and records. Verify any losses.
- h. Enter the storeroom in the presence of the other witnesses, to check out, sign for, and remove any articles.
- i. When finished in storeroom, ensure that it is locked with a witness, reseal the keys in a new envelope as specified above, and place the envelope back from where it was removed.
- j. Two persons record on the old envelope the date and reason for opening the storeroom, then initial and date the envelope. Turn the old envelope over to the responsible storeroom custodian.

## **2. Use of Senior Center Kitchen Facilities by Other Groups:**

Kitchens purchased and installed for Title III programs may be made available to senior groups for their use and benefit. This privilege is extended to other groups only at the discretion of the SCA and with the recommendation of the local center board.

### **a. Expectations:**

- (1) Kitchen and facility must be returned to original order and cleanliness after use;
- (2) No smoking in the facility at any time;
- (3) Groups using kitchen facilities should only use automatic dishwashers if they hire SeniorAge kitchen staff, or individuals trained for this purpose;
- (4) During SeniorAge operating hours the facility is limited to Title III use only; and
- (5) No food, food supplies, paper products, or other goods purchased for the Title III meals program may be used for any other purpose.

## **SECTION IV: Program Eligibility**

### **A. NUTRITION IIIC-I Congregate Meals Eligibility Requirements:**

- 1. Persons 60+
- 2. Spouses of persons 60+, regardless of age
- 3. Widows and widowers, regardless of age, who received service during the lifetime of an eligible spouse who was 60+
- 4. Center volunteers under the age of 60, on days they participate in meal provision (unless an age-eligible participant or spouse would be denied a meal as a result)
- 5. Persons with disability between ages 18 and 59 who reside at home with *and* accompany older eligible adults
- 6. Persons with disability between ages 18 and 59 who reside in senior housing where a nutrition program is in place.

7. Individuals with disability between the ages of 18 and 59, *if SSBG funds are available*.
8. Senior Center employees who do not qualify under any other eligibility, if doing so does not deprive an eligible recipient of a meal, and if participation improves quality assurance. These employees sign for the service in a designated way to assure the meal is not counted inappropriately in the summary.

#### **B. NUTRITION IIIC-2 Homebound Meals Eligibility Requirements:**

1. **Recipients Must Be Restricted to Home** by reason of illness, incapacitating disability, or isolation because of transportation limitations or other circumstances **AND** meet one of the following:
  2. 60+
  3. Under age 60, but the spouse of a 60+ person
  4. Under age 60, but the widow or widower of a 60+ spouse who received service
  5. Under age 60, but the non-spouse caregiver of a 60+ eligible person—upon request
  6. Persons with disability, age 18-59, who reside at home with qualifying older individuals, and upon request

**C. Further Eligibility Requirements:** If program or services are also funded by sources other than SeniorAge, any further service eligibility requirements presented by those funding sources must also be met.

## **SECTION V: Nutrition Program Ineligibility Provisions**

### **A. Meals for Non-Eligible Persons:**

1. **Congregate Meals for “Paid Guests”:** Individuals who are not eligible for III-C meal service on a contribution basis may purchase a meal at an established “paid guest” charge—if such purchase does not result in an eligible meal participant being denied a meal.
2. **In-Home Meals for “Paid Guests:”** Individuals who are not eligible for IIIC-2 meal service may purchase meals at an established “paid guest” charge—only if all three of the following criteria are met:
  - The SCA deems it appropriate due to circumstances, and
  - The center has the capacity to provide the meal without hardship to staff or volunteers, and
  - No eligible participant is denied a meal as a result.
3. **Posting of Policy:** Post a “paid guest” statement in compliance with this policy.
4. **“Paid Guest” Meal Cost:** The SeniorAge Board of Directors establishes and publishes the “paid guest” meal price for non-eligible individuals. This rate is periodically reviewed and adjusted with cost variance. Contracted centers may be

authorized to collect more for “paid guest” meals than the Board of Directors’ rate, but not less.

5. **Minimal Participation:** Guest participation must be minimal to avoid the appearance of competition with local food service establishments, and to avoid hardship on nutrition staff.
6. **Collecting “Paid Guest” Charges:**
  - a. Attendees who do not qualify for OAA Title IIIC meals on the basis of contribution, or who do not qualify through staffing or volunteering services, always pay the **full “paid guest” cost** of the meal.
  - b. **“Paid guests”** do not insert their payment into the collection box. They hand their payment to an assigned volunteer or staff member when they sign-in.

## **SECTION VI: Certification of Meal Eligibility**

### **A. Certification of Meal Eligibility for In-Home:**

1. **Normal Certification by SCA or Designated Personnel:**
  - a. Within five (5) days of receiving a request, and prior to the initiation of service, make a visit to the home of the potential service recipient.
  - b. If a DHSS worker has performed such home visit, obtain a copy of the assessment and keep on file.
  - c. During the home visit, complete a home-delivered meal certification assessment for each individual in the household.
  - d. Obtain proper signatures on assessment forms.
  - e. Review assessment information and make an eligibility determination based on established criteria.
  - f. Do not begin meal delivery, except in emergency situations, until after the home assessment has been performed.
2. **Temporary/Emergency Eligibility for In-Home Meals:**
  - a. If a congregate meals participant, with a registration on file, becomes temporarily home-restricted because of illness or incapacity, or if a new client is identified with emergency status, the SCA may authorize up to five (5) days of home-delivered meals for the recipient (and spouse) without completing usual in-home assessment procedures. The SCA completes and signs the ***Temporary In-Home Meal Authorization***.
  - b. If it is requested or determined that meal delivery service should extend beyond five (5) days, conduct a normal home assessment.
  - c. If temporary meal delivery is requested by or for a congregate participant on a repeated basis, and the SCA determines the service recipient does not meet in-home criteria, the SCA provides reasoning for this ineligibility and encourages attendance at the Senior Center.

- 3. Medicaid In-Home Meals Program Eligibility:** Medicaid certifies qualifying persons to receive a specified number of IIC-2 meals. To be eligible for Medicaid meals, a service recipient must:
- a. Be 63 years old or over; and
  - b. Meet Medicaid program income and asset guidelines; and
  - c. Be eligible under the OAA; and
  - d. Be certified to receive Medicaid meals by DHSS or Family Services
- 4. Normal Recertification of Existing Home-Delivered Meal Recipients:** Recertify home-delivered meal recipients within 12 months of last certification.
- a. Review the service recipient's original certification, visit the service recipient in the home, and verify the currency of all information to determine continuing eligibility.
  - b. Properly document recertification in AGINGIS and the active delivery file.
  - c. If a service recipient no longer qualifies to receive home delivery, provide counsel with regard to why and when meal delivery shall end, and encourage the service recipient to participate in the congregate meals program, if appropriate.
- 5. Recertification Under Other Circumstances:** If, at any time, circumstances indicate a person may no longer be eligible for home-delivered meals, complete full recertification procedures as soon as possible

## SECTION VII: Contribution Compliance and Confidentiality

### A. Suggested Contribution Amount for Meals:

1. An authorized "suggested contribution" range is established by the SeniorAge Board of Directors. (This rate is periodically reviewed and adjusted with cost variance.)
2. The local Senior Center Advisory Board agrees upon a suggested contribution level within the prescribed range.
3. Post this suggested contribution amount near the sign-in desk.

**B. Documentation:** Maintain documentation to assure the contribution system is available to, and explained to participants.

**C. Receipts Accepted:** Accept checks, cash, bona fide meal tickets, and SeniorAge-approved gift certificates.

1. Every eligible participant has the right to receive individual daily meals on an anonymous contribution basis. As an alternative, meal gift certificates may be purchased for **full** suggested contribution value by the participant, family, or friends.
2. Safeguard the certificates and track them by accepted procedures.
3. Handle all meal gift certificate proceeds as meal contributions.

**D. EBT Receipt:** If desired, Nutrition Service Providers may qualify for food stamp/Electronic Benefits Transfer (EBT) contribution receipt:

1. Obtain authorization to process EBT donations for both congregate and home-delivered meals.
2. Make EBT information available to participants.
3. Follow all regulations regarding accepting and processing EBT contributions.
4. Display a "Food Stamps Accepted" poster or decal at entrances and/or near the contribution box.

#### **E. Contribution Collection Box for Meal Programs:**

1. Place a locked contribution box in a prominent location that is easily and directly accessed by participants.
2. Construct rectangular box as specified to aid contribution privacy and content security:
  - (1) Provide top slot to allow the insertion of change and bills
  - (2) Slot must not be large enough to permit easy removal of contents
  - (3) Extend three sides of the box 12" - 15" above the slotted surface to create a privacy shield.
  - (4) Provide for a cash drawer in the box, opening from the back. This drawer is to be kept locked.

#### **F. Compliance on In-Home Medicaid Meals:**

Medicaid only certifies persons for in-home meals, not congregate meals.

1. **No Contributions for Medicaid Meals:** **NO** person receiving IIC-2 Medicaid meals is allowed to make **ANY** payment or contribution toward the cost of these meals.
2. **Recipient Counseling:** Instruct all Medicaid meal recipients not to contribute toward these meals. Obtain and keep on file a non-contribution letter signed by the recipient.

#### **G. Preventing Loss, Theft or Misuse of Meal Contributions and Receipts:**

1. **Safe Counting:** Two individuals count receipts twice. First, one person counts while the other records, then the roles are reversed for the second counting. Counting teams are not to be composed of relatives or close friends. A SeniorAge employees act as a money counters only in emergency situations.
2. **Recording:** Record and total the itemized count of each denomination of currency, coins, and checks on the current day's meal sign-in sheet. Two money counter signatures are to verify the total.
3. **In-Home Meal Contributions:** Drivers are to deliver the current day's contributions to a designated staff person. If that person is not present, drivers are to place contributions in the locked contribution box in an envelope marked "Home-delivered Meals".
4. **Locked Box:** Keep contribution box and bank bag locked and accessible only to the individuals responsible for counting the current day's receipts.

5. **Deposit Daily:** Transfer meal program contributions to a secure bank bag and *deposit on the same day they are received and counted*. Make the daily deposit as soon as possible after the meal.
6. **Return the deposit book and bank receipt to the SCA as soon as possible after completion of the bank deposit.**
7. **Staff Deposits:** If a staff member *must* make the daily deposit, verify funds, first, in the presence of the money counters.

## **SECTION VIII: Reporting and Record Keeping Requirements for Nutrition Providers:**

### **A. Provide the Following Accurate and Comprehensive Reports to SeniorAge in Compliance with AoA and USDA Requirements.**

1. **The Daily Meal Service and Center Reports**, submitted at the end of each week for a catered center.
2. **AGINGIS Units of Service Report**, submitted monthly
3. **Physical Inventory Report**, submitted annually
4. **Perpetual Inventory Reports**, submitted quarterly
5. **Fire Inspections**, submitted annually or upon completion of inspection
6. **Health Inspections**, submitted annually or upon completion of inspection

### **B. Maintain the Following Files:**

1. **Congregate/Home-Delivered Meals Signature Sheets**
2. **Center Safety Plan**
3. **Home-Bound Meal Certification Forms** (Active and Inactive)
4. **Monthly Meal and Contribution Reports**
5. **Service Recipient Registrations**
6. **Inventory Records**
7. **Food Cost Records**
8. **Refrigeration/Freezer Logs**
9. **Home-Delivered Meal Temperatures** (Inadequate Temperature Report)
10. **AGINGIS Reporting Files**

## **SECTION IX: Operational Policies for Senior Center Service Providers**

### **A. Normal Operation Schedules**

1. **Minimum Hours:** Senior Centers remain open for a minimum of thirty (30) hours per week to offer a comprehensive program.
2. **Normal Business Days:** Normal business hours are Monday through Friday except during regular holidays and under circumstances described below.



- B. Altered Operating Schedules:** Under certain circumstances, Senior Centers may be authorized by SeniorAge to be open for normal business on a regular schedule varying from normal operating hours. An authorization for an altered operating schedule may only be considered if written request is submitted to SeniorAge stating the reasons and benefits for such a change.
- C. Special Operating Schedules:** Any decision regarding a special closure or opening requires local Senior Center Board of Directors approval, and is reported to SeniorAge correctly. Irregular Senior Center closings or openings may be authorized or required as follows:
- 1. During Periods of Special Emergencies or Crises:** In the event of natural disasters, tornadoes, extreme weather, or floods, SeniorAge may require Senior Centers to extend operating hours to provide services, including, but not limited to, shelter, food, and Red Cross or Civil Defense outreach.

**During Inclement Weather Conditions:** Senior Centers remain open, if at all possible, taking into consideration the safety of personnel and participants. Closures, due to inclement weather, are made on a local level, considering local conditions, as a joint decision of the Senior Center Administrator and Senior Center Board of Directors. Closure of the Springfield Administrative Office is made by the CEO.

Prior to making any decision to close the Senior Center during inclement weather, the Senior Center Administrator (SCA) confers with an appointed local Senior Center Board member or members. If both the board and the Administrator agree that the center should be closed, it will be closed, and the SCA will report the closure immediately to all center employees to avert unnecessary travel. For this reason, the decision should be made prior to the cooks departing from home, if possible. The SCA shall also call the Area Supervisor and the SeniorAge Administrative Office immediately to notify of closure. The SCA is responsible for providing this information to the appropriate media avenues for public information and completing an *Inclement Weather Senior Center Closure Report* and submit to SeniorAge within three (3) working days, or with timesheets, whichever comes first.

Each SeniorAge Senior Center, and the Springfield Administrative Office, is allowed up to three (3) days in any fiscal year, *with employee pay*, when the Senior Center or Administrative Office is **closed** due to inclement weather. If the Senior Center or Administrative Office is **closed** more than these three (3) days during one fiscal year, all employees must take PHO (or unpaid hours, if an employee has insufficient accumulated PHO to cover the day).

During inclement conditions, when the Center Administrator and/or Board determine the Center *will remain open*, the SCA is responsible for contacting all employees to determine which employees will or will not be reporting to the worksite. The Center Administrator will then make a decision about the type of meal to be served to the public, and what activities or programs need to be delayed. The SCA and Head Cook

should be prepared, during the possibility of inclement weather, to have supplies for a simple center meal on hand, i.e., soup, sandwiches, pizza.

Each SCA is also responsible for assuring that adequate emergency meals are sent in advance of inclement weather into the homes of those who receive in-home meal deliveries. These meals should be accompanied with an explanation that the meals are to be kept, available, for any days when delivery is not possible.

Catered centers notify their cooking sites by 8:00 a.m. whether or not they wish to have meals delivered on that day. Catering centers notify their catered sites by 8:00 a.m. if they are not going to be able to make delivery of meals.

The following procedures also apply to all employees:

- If an employee feels he or she cannot make it in to the worksite, the employee is responsible for reporting this absence to the supervisor in a timely manner, and will take PHO if the center is **open**. Center Administrators will report to their Area Supervisors and Area Supervisors will report to the Administrative Office.
- Employees will be fully responsible for reporting a "paid" inclement weather absence as "Inclement Weather Leave" (IWL) on timesheets in the "Other" column.
- IWL must be distinctly reported; otherwise, the absence will be automatically charged to available paid hours off (PHO).
- If a center is **closed** because of weather, and all three days of IWL have previously been used, all employees must take PHO or leave without pay.
- Employees will receive IWL hours in accordance with employee work plan.
- If an employee makes a reasonable effort to be *on time* for work (being delayed no later than 10:00 a.m. [REVISE TO: one hour of normal start time] due to weather hindrance) he or she will be credited for a day's regular work. If a Senior Center is open through the noon meal and must be closed early, the employees who reported for work will be credited for a day's regular work. Employees are to put actual hours worked on their time sheets on such days, and put the number of hours *not worked* in the 'Other' column with an "S" code.
- "Paid" IWL days are zeroed-out at the end of each fiscal year in which they were granted. They are intended only as a consideration for safety as needed, and the SeniorAge Board of Directors expects prudent use of these days.

#### **D. Use of Answering Machines in SeniorAge Senior Centers:**

Answering machines may be used under the following circumstances:

1. To respond to calls before and after agency work hours
2. To provide a back-up response system for high-volume overload or during an administrative meeting; not as a substitute for "real time" live-person answering.

3. During limited intervals of time when no employee is at the center to answer the phone, and there are no available volunteers, in spite of actively seeking volunteer assistance.
4. If the message is friendly and encouraging, and provides both *the present day and date*, and *the time when the phone will once again be answered*, i.e., "I'm sorry we missed your call on Friday the 12th. I will be out of the office until 3:00 this afternoon. Please leave a message and I will return your call."

If the authorized circumstances above are not present, the answering machine is turned to the off position at the start of the business day and remains off during hours of operation. The machine is turned off immediately upon the return of an employee or volunteer to the center. Messages are checked immediately and calls returned as quickly as possible.

## SECTION X: Participant Rights and Responsibilities

### A. Right to Meal Availability in Nutrition Programs:

1. **Forecasting:** Prepare quantities of food using the best and most accurate means for attendance forecasts.
2. **Frequency:** Make at least one Title IIIC-1 hot meal (or other appropriate meal) available to eligible participants five or more days a week.
3. **Access:** Permit any eligible participant to register and consume a meal on any normal service day unless:
  - a. The supply of prepared food has already been served out to other eligible recipients, or
  - b. The participant arrives after the scheduled serving time has passed.
4. **Serving Time:** Make meals available for at least thirty (30) minutes after serving begins.
5. **Substance:** Offer each eligible participant a complete meal with each food item portioned out in the proper volume prescribed by federal regulations.
6. **Refusal Right:** Allow each eligible participant to refuse any part or parts of the meal.

## SECTION XI: Standards for Nutrition Programs

### A. Nutritional Standards:

1. **Nutritional Content:** Comply with guidelines set forth by DHSS and USDA and provide at least 1/3 of the current recommended daily intake for both congregate and home meals. See *Appendix*.
2. **Serving Size Requirements:** Follow prescribed DHSS recommendations for serving portions. Use scales and prescribed serving utensils to ensure proper serving quantities. See *Appendix*.

3. **Frozen Meals for In-Home Service:** Use authorized frozen meals, either commercially-prepared or properly prepared on-site, for the home meal program, if appropriate. Standards for frozen meals are included in the *Appendix*.
4. **Adaptive Food Utensils:** For visual- or handicap-challenged recipients, make appropriate food containers and utensils available upon request.

## **B. Guidelines for Provision of Special or Minor Modified Meals:**

1. **Special Diet Requirements:** When feasible, and appropriately requested, provide minor modified menus to recipients with health, religious, or ethnic special dietary needs. See *Appendix* for minor modification diet standards.
2. **Availability of Special Food Items:** In addition to the minor modified menus mentioned above, stock minimal items to help meet the needs of individuals with relatively unrestricted dietary concerns. Post a sign near the serving area, listing items available to individuals with special dietary problems. Items should include:
  - **Cheese**
  - **Water-packed fruit**
  - **Low fat milk**
  - **Polyunsaturated margarine**
  - **Meat alternates for-high sodium entree items like ham and sausage**
  - **Meat alternate for liver**
3. **Request Process:** Congregate or in-home service recipients are to request minor modified meals in advance from the SCA.
4. **Medical Referral:** Refer any individual with needs beyond minor-meal modification to the medical profession for assistance.
5. **Diet Counseling:** Make approved diet education literature and counseling available, according to the individual's diet prescription as obtained from a physician.

## **C. Menu development:**

1. **Menu Library:** Use the SeniorAge-approved library of menus.
2. **Menu Proposals:** To continually expand the menu library, invite center participants, volunteers, and staff to submit proposed menus for review, acceptance, or modification. Plan menus in compliance with the DHSS Menu Planning Guidelines provided in the *Appendix*.
3. **Reasonable Modifications:** Reasonable changes to library menus are acceptable to accommodate local food specials, pantry stock, absenteeism in kitchen staff, non-delivery of orders, variance in participant numbers, equipment failure, space limitations, and special local preferences. However, all meals served must show careful attention to nutrition guidelines, presentation, color, texture, shape and size of food, taste, and variety.

4. **Menu Monitoring:** Centers with proven reliability may seek approval from SeniorAge to compose local menus. All menus must be retained on file for monitoring. The liberty to create local menus may be revoked by the Director of Nutrition.
5. **Menu Authority:** The SeniorAge Director of Nutrition has the authority to approve, amend, or reject any menus.
6. **Posting Menus:**
  - a. **Post weekly menus** in each center kitchen for preparation reference.
  - b. **Post attractive, easy to read, weekly menus in the dining area two weeks in advance**—one for the current week and one for the following week.
  - c. **Post minor modified menus near the normal weekly menus.**
  - d. **Distribute weekly menus to appropriate news media** for announcement.

## SECTION XII: Senior Center Nutrition Education Activities

- A. Coordinate and Implement Activities** which promote nutritious food selection, healthful eating habits, and health-related practices.
1. **Approval:** Have topics and materials approved by a qualified nutritionist or Director of Nutrition.
  2. **Quarterly:** Schedule and conduct education programs on a regular quarterly basis.
  3. **On-Going:** Present nutrition information and visual educational materials to congregate service recipients on a continuing basis.
  4. **In-Home Education:** Make nutrition education materials available to home meal recipients. Review materials personally with recipients whenever possible.

## SECTION XIII: Senior Center Meal Driver Policies

### A. Meal Delivery Options:

1. **Assign an Existing Driver:** Once a recipient is certified for home meals, assign an existing volunteer driver, preferably a volunteer who will deliver without mileage cost.
2. **Recruit a New Driver:** If a new recipient lives where no delivery route currently exists, attempt to locate and train a volunteer driver to deliver the meal without cost.
3. **Reimburse Mileage:** If a volunteer cannot be located to deliver the meal without cost, ask the local County Council on Aging if sufficient meal delivery funds are available for an eligible driver to be reimbursed for mileage, and follow reporting standards.

**B. Meal Driver Requirements:** The requirements of either *individual drivers* or *organization drivers* must be met to safeguard the wellbeing of home meal recipients:

**2. Individual drivers:**

- a. Must be at least 18 years of age and possess a valid driver's license. *Keep a copy each driver's current license on file.*
- b. Must maintain a valid automobile insurance policy, meeting the requirements of the State of Missouri, on all vehicles used for delivering meals. *Keep a copy of each driver's certificate(s) of automobile insurance on file.*
- c. Must have NO convictions, pleas of guilty or nolo contendere pleas to any felony charge in Missouri or any other state.
- d. Must have NO convictions of any class A misdemeanor of 198.070.3, RSMo, reporting acts of abuse or neglect; and
- e. Must be checked against EDL for clearance prior to task assignment, and at any other time deemed necessary.

**3. Organization Drivers:**

- a. When a not-for-profit organization coordinates and assigns its members to deliver meals, complete the appropriate *Organization Certification Form*.
- b. Have the certification signed by the President or authorized representative of the organization.
- c. Obtain a new certification annually.

**C. Policy for Meal Driver Passengers:**

- 1. Sole Responsibility for Passengers:** Advise each driver of his/her sole responsibility for any accompanying passengers during meal delivery duties and that NO vehicle passengers are covered under any SeniorAge or Senior Center insurance policies. Obtain a signed statement to assure this understanding.
- 2. Sole Responsibility for Delivery:** Advise drivers that, except in special authorized circumstances, others may not assist in the delivery of a meal in the home.

## **SECTION XIV: Nutrition Site Safety and Sanitation**

**A. Maintain Health and Fire Inspections and Licensure:**

**1. Complete and Document the Following Annual Inspections:**

- a. Fire Inspection by a DHSS-assigned local fire authority or inspector:**  
Post inspection report in the kitchen, send a copy to SeniorAge, and keep on file in the center's Life Safety Plan. If a discrepancy cannot be corrected, submit to SeniorAge an explanation of the circumstances, along with any planned completion dates.
- b. State or Local Health Inspection by a Licensed Sanitarian** (All centers, either cooking or receiving catered meals) Post inspection report in the kitchen.

- c. **Submit Documentation to SeniorAge** that all state and local licensure and safety requirements are met. Include copies of all reports and a summary of any corrective actions taken by the center. If a discrepancy was not corrected, submit an explanation with date of planned completion.
- d. **File Inspector's Reports**, recommendations, and how and when any deficiencies were rectified at the service facility

**B. Maintain Hazardous Communication Education:**

- 1. **Material Safety Data:** Keep designated bright yellow binder in a location easily accessed by all employees and volunteers.
- 2. **Employee Awareness:** Assure that all employees and volunteers read the hazardous communications material and sign the sign-off form before they start to work.

**C. Conduct Hazard Assessment:**

- 1. Develop a written assessment of potential fire/safety hazards on the premises.
- 2. Include actions and procedures that are followed to minimize potential danger.

**D. Fulfill Sanitation General Requirements:**

- 1. Maintain facilities and equipment in a safe and sanitary manner.
- 2. Enforce all applicable federal, state, local, county, and/or city health rules and codes.
- 3. Abide by the Missouri Department of Health Rule Governing Food Sanitation.

**E. Enforce Equipment, Utensil, and Supply Safety:**

- 1. Clean microwave ovens often and check periodically for radiation leakage.
- 2. Maintain proper labels on all containers. If chemicals are transferred to plain plastic bottles, clearly label the bottles, including the brand name of the product.
- 3. Assure that hot water relief valves are checked by a professional regularly.
- 4. Place guards on all switches for slicing, cutting, grinding, etc., equipment, to prevent accidental starting.
- 5. Keep all safety shields, equipment, and attachments in place and use properly.
- 6. Assure that walk-in freezers have an inside light switch and door opening access from the inside.
- 7. Keep all knives and cutting tools sharpened.
- 8. Store knives and cutting tools with blades protected and placed so that they do not protrude into walkways.
- 9. Provide a guard for all fans less than seven feet from the floor. Guard must not have openings larger than one-half inch.
- 10. Always use air filters in kitchen hoods and clean on a regular schedule.
- 11. Always run ventilation exhaust fans during and after cooking to allow equipment to cool down properly.

**F. Enforce Personal Safety Rules for Staff and Volunteers: (To include, but not limited to following)**

## 1. Personal Apparel Safety:

- a. Never wear jewelry that may become caught in mixers or other moving equipment.
- b. Never wear loose clothing that may easily catch fire or become caught in moving equipment.
- c. Wear good quality shoes that resist slipping and protect toes.

## 2. Protective Apparel Safety:

- a. If ammonia solution is used as a cleaning agent, avoid skin contact by wearing rubber gloves. If skin or eye contact occurs, wash the affected area promptly.
- b. If there is the possibility of splashing during the use of chemical cleansers or applications, wear rubber gloves, goggles, and a face shield to avoid skin burns and damage to eyes.
- c. If soaps and detergents, or any dust from them, may cause contact dermatitis (skin rashes) or throat irritation from inhalation, use rubber gloves and disposable respirators (face masks)
- d. When traveling in a vehicle on agency business, wear safety belt at all times.

## G. Handling Safety:

- a. Observe precautions when handling hot items.
- b. Never operate dangerous equipment (meat slicers, grinders, etc.) while taking medications which may cause drowsiness or dizziness.
- c. Always use correct lifting procedures and wear back support belts when appropriate. Incorrect lifting techniques can lead to serious back injuries. Learn correct lifting procedures and use them at *all* times.
- d. Never pick glasses up in one hand by placing fingers into the glasses and bringing them together.
- e. Never use a ladle or scraper in a mixer bowl while the machine is operating.

**H. Ventilation Safety:** Turn on the hood fan when an ammonia solution is being used for cleaning.

## I. Sanitation Practices for Food Handling:

**NOTE:** Potentially hazardous food is defined as any perishable food which consists in whole or in part of milk or milk products, eggs, meat, poultry, fish, shellfish or other ingredients in a form capable of supporting rapid and progressive growth of infectious or toxic microorganisms. The term does not include foods which have a pH level of four and six-tenths (4.6) or below.

1. Protect all foods from contamination and spoilage during storage, preparation, and serving.
2. Use only foods from sources that conform to food processing and labeling laws.
3. NEVER use "home canned" products in the nutrition program.
4. Never allow any "canning" to be performed in the center.
5. Use only pasteurized milk products, and Grade "A" fluid milk.



6. Follow egg pasteurization standards as mandated by local health department.
7. Keep all potentially hazardous foods at safe temperatures.
  - a. Safe temperatures are at or below 41 degrees for cold food and at or above 140 degrees F for hot food.
  - b. Maintain hot food at or above 140 F throughout meal service and transport to a catered center or home.
  - c. Maintain frozen foods at or below **0 degrees F**.
8. Assure hot foods are consumed within four hours of preparation completion. This limit includes the time required for packaging, transporting, and holding food at a catered site, as well as the time to prepare and transport meals to in-home recipients.
9. Serve food as quickly as possible after preparation.
10. When unwrapped food is displayed, protect it against contamination by effective, easily cleanable devices such as sneeze guards, display cases, and cabinets.
11. Retain foods that are usually considered safe to store, such as fruits, vegetables, cakes, breads, cookies, ice cream, and fruit pies, while quality remains acceptable.
12. When cooling and storing foods, assure that it is no more than two inches deep. Cover food loosely with plastic wrap or foil, vent to allow steam to escape, and immediately place in the refrigerator or freezer so it will cool to **40** degrees F or below as rapidly as possible. Document this process on the approved form.
13. In addition to being covered, label, and date leftover foods.
14. Do not give or sell leftovers to anyone.
15. Do not allow any leftovers to be taken from the center.
16. Leftover foods may be served again one time, provided they were properly cooled and refrigerated, and these guidelines are followed:
  - a. Reheat hot foods one time only, and assure that they are reheated to 165 F.
  - b. Store cold foods and perishables under proper refrigeration for up to 72 hours and served again one time only.
  - c. Once individual portions have been portioned and served to participants, never save and serve again.
  - d. Wholesome wrapped food which has not been unwrapped may be served again.

#### **J. Sanitation Practices for Cleaning:**

1. Do not leave a toxic residue from bactericides or other cleaning compounds on food contact surfaces.
2. Do not use bactericides or other cleaning compounds in any way that constitutes a hazard to employees or participants.
3. Use chlorine bleach as a sanitizer in the concentration of 50 parts per million—approximately one capful per gallon of water.
4. Change sanitizing water every 30 minutes. If washing dishes and utensils in water temperatures of less than 140 degrees and rinsing at less than 190 degrees F use a chemical sanitizer correctly.

5. Air dry all washed dishes and utensils. Make soap and disposable towels available at the hand washing sink in the food service area.
6. Post hand-washing signs in the restrooms.

#### **K. Sanitation Practices for Equipment and Utensils:**

1. Routinely clean and sanitize equipment according to a schedule prepared by supervisor.
2. Make sure food-contact surfaces of equipment, utensils, and single-service articles are in good repair, easily cleanable, smooth, non-toxic, and sanitized—free of breaks, open seams, cracks, chips, pits, and similar imperfections.
3. Handle cleaned, sanitized equipment and utensils in ways that protect food-contact surfaces from contamination. Pick up clean spoons, knives, and forks only by their handles. Handle clean cups, glasses, and bowls so that fingers and thumbs do no contact inside surfaces or rims.
4. Keep thermometers in each refrigerator and freezer compartment and check temperatures and record daily on a temperature log.
5. Store ice scoops:
  - a. By placing in a dry container that is sanitized daily; or
  - b. By cleaning, sanitizing, air-drying, and properly storing with other utensils.
6. Choose filters, where used, that are readily removable for cleaning or replacement.
7. Comply with applicable and local fire prevention requirements for ventilation systems. When venting to the outside air, discharge in such a manner as not to create a nuisance.
8. Assure that ventilation hoods prevent grease or condensation from dripping into food or on to food preparation surfaces.

#### **L. Sanitation Practices for Environment:**

1. Routinely clean and sanitize work area according to a written schedule prepared by supervisor.
2. Keep environment neat, free of litter and rubbish, including old or worn posters, etc.
3. Assure all floor surfaces are smooth and easy to clean.
4. Assure that all floor surfaces are non-absorbent material. Floors of dry food storage areas are the only surfaces that may be absorbent.
5. Keep all floors, walls, and ceilings clean and in good repair.
6. Assure all walls, ceilings, and floors are easily cleanable, smooth, light colored, and washable up to the highest level reached by splash or spray.
7. Have adequate storage space available.
8. Store food products and cleaning supplies in separate locations.
9. Store food products at least six inches above the floor.

10. Keep dry food storage away from direct sunlight and maintain at a cool temperature.
11. Keep all food garbage in leak-proof, non-absorbent containers and cover with tight-fitting lids. Sanitize these containers frequently.
12. Take effective measures to protect against infestation of vermin.
13. Keep all areas well ventilated.

#### **M. Sanitation Practices for Nutrition Worker Compliance:**

1. Never allow a person with symptoms of communicable disease to handle food.
2. Wear clean clothing and practice good personal hygiene.
3. Wear hairnets, caps, or proper hair restraints.
4. Wash hands before starting work and as often as necessary to prevent the contamination of food.

#### **N. Sanitation Practices for Monitoring and Recording Temperatures:**

##### **1. Monitor and record temperatures of hot and cold food/food items daily.**

Document this information on the appropriate form in accordance with the following instructions:

- a. Take temperatures with a clean and sanitized pocket food test thermometer.
- b. Use a thermometer with a dial marked off from 0 degrees to 220 degrees F.
- c. Clean, rinse, and sanitize the thermometer after each set of temperatures are taken.
- d. Store the thermometer in a container of bleach and water during the work day.
- e. Calibrate thermometers daily and whenever dropped. Document this calibration on the appropriate form.
- f. At all centers, every day, take food temperatures just prior to serving time.
- g. At all centers, twice each week, take and record food temperatures near the end of the serving time to ensure proper food temperatures are being maintained.

##### **2. Temperature and Packing Practices for Catered Meals:**

- a. Test and record food temperatures in the preparation kitchen immediately prior to bulk packaging.
- b. Bulk pack food in thermal containers and send to the catered center
- c. Test and record food temperatures when food arrives at a catered kitchen.
- d. Place food in a steam table, oven, refrigerator, or on ice until serving time.
- e. Take temperatures again just prior to serving time. If temperatures are not within guidelines, either reheat or cool the food as needed.
- f. Twice each week, take and record food temperatures near the end of serving time to ensure proper food temperatures are being maintained.

##### **3. Temperature and Packing Practices for Home Delivered Meals:**

- a. Test and record food temperatures of bulk hot and cold foods immediately prior to packaging.
  - Keep hot foods above 185 F throughout packaging

- Keep cold foods between 35-38 F throughout packaging
- b.** Pack cold and hot foods in separate containers.
- c.** Pack frozen meals in thermal containers immediately before delivery
- d.** Pack meals in approved thermal containers for delivery drivers. Styrofoam containers are not to be used in transporting home meals. Suitable transport containers are:
  - Insulated, with tight-fitting lids or doors,
  - Appropriately sized for the quantity of food to be packed,
  - And easily cleanable with smooth surfaces.
- e.** Preheat hot food transport containers and pre-chill cold food transport containers.
- f.** Pack additional sources of heating and cooling with food, such as a hot plate heated to 250 F, boiling water pack, ice, frozen pack, or other approved methods.
- g.** Have meal delivery volunteers place frozen meals directly into recipient's freezer or impress upon the recipient that the frozen trays must be placed in the freezer immediately.
- h.** Provide frozen meal recipients with written instructions. Tape instructions to the refrigerator or near the stove, or ask recipient to do so, for later use:

#### **FROZEN MEAL INSTRUCTIONS**

DO NOT USE TOASTER OVEN TO REHEAT MEAL UNDER ANY CIRCUMSTANCES!!!

##### FOR THE OVEN

- Do not thaw this meal before cooking.
- Preheat oven to 350 degrees.
- Place the frozen meal in the preheated oven for 30 minutes.
- Carefully remove from the oven.
- If the meal is not completely heated, return to oven for an additional 15 minutes.

##### FOR THE MICROWAVE

- Do not thaw this meal before cooking.
- Place frozen meal in microwave.
- Cook in microwave 3-5 minutes, depending on microwave.
- If the meal is not completely heated, stir and microwave for an additional 1-2 minutes.
- After heating, allow meal to stand 2 minutes before consuming.

- i.** Keep meal routes one hour or less, from start of route to delivery of the last meal.
- j.** At least once per quarter, test and record food temperatures at the last delivery for each route on the *Home-Delivered Meal Temperature Check* form. Route this form to the SeniorAge Director of Nutrition.

## **O. Sanitation Requirement for Refrigerating Sample Menu Items and Reporting Suspected Food Borne Illness:**

- 1. Procure Sample:** Every day, set aside at least one two-ounce (2 oz.) sample of each potentially-hazardous prepared menu item and place in a suitable single-service

container. Cover, date, and refrigerate for 72 hours. Discard the sample after 72 hours unless there is an indication that a food borne illness has occurred.

- 2. Notification:** Immediately notify the Health Department and the SeniorAge administrative office if there is any suspicion of a food borne illness and make samples available for analysis. Do not make any public comments until SeniorAge provides instruction.
- 3. Safeguard:** If the Health Department does not pick up food samples within 72 hours, freeze samples until officials can accept them.

## **P. Sanitation Requirement for Foreign Objects in Menu Items:**

- 1. Recover, Report, and Retain:** If a foreign object (i.e., plastic, cardboard, etc.) is found in any prepared or commercial food item, the object and any remaining food portion shall be recovered and retained by the center until notification to destroy and shall be reported to the Director of Nutrition for any further instruction.
- 2. Discard Any Food with Potential Contamination of Foreign Substance:** If it is suspected that a foreign object or substance has been introduced to a menu item during preparation, that food item shall be discarded.

## NUTRITION APPENDIX

### Menu Planning Guidelines

#### Meal Pattern

Assure menus meet 1/3 Dietary Reference Intakes (DRIs) standards by computer-assisted analysis, and/or comply with the set meal pattern. Meal pattern is based on the 2010 Dietary Guidelines for Americans (DGAs), USDA Food Patterns. The amounts are based on a 2,000 to 2,200 calorie food pattern.

Food Group	Essential Amounts per Meal
<b>Fruits</b>	½-2/3 cup
<b>Vegetables</b>	¾ to 1 cup
Dark-green vegetables	
Red and orange vegetables	
Beans and peas (legumes)	
Starchy vegetables	
Other vegetables	
<b>Grains</b>	2 ounces
Whole grains	At least one per meal
Enriched grains	
<b>Protein foods</b>	2-3 ounces
Seafood	
Meat, poultry, eggs	
Nuts, seeds, soy products	
<b>Milk and Milk Products</b>	1 cup
<b>Oils (Optional)</b>	1-2 teaspoons

#### Food Groups

Based on the new MyPlate.gov requirements ([www.myplate.gov](http://www.myplate.gov)).

#### **Fruits**

Any fruit or 100% fruit juice counts as part of the Fruit Group. Fruits may be fresh, canned, frozen, or dried and may be whole, cut-up, or pureed. Canned fruit should be packed in juice, water, or light syrup.

#### **What counts as a cup of fruit?**

- 1 cup of fruit or 100% fruit juice
- ½ cup of dried fruit
- 1 small apple

- 1 large banana
- 1 medium grapefruit
- 1 large orange
- 1 medium pear
- 1 small wedge watermelon
- 2 large or 3 medium plums
- 8 large strawberries

### What counts as ½ cup of fruit?

- 1 4 oz container of applesauce
- 16 grapes
- 1 medium cantaloupe wedge
- ½ medium grapefruit
- 4 large strawberries
- 1 large plum
- 1 small box (1/4 cup) of raisins

**Key Consumer Message: *Make half your plate fruits and vegetables.***

### Vegetables

Any vegetable or 100% vegetable juice counts as a member of the Vegetable Group. Vegetables may be raw or cooked; fresh, frozen, canned, or dried/dehydrated; and may be whole, cut-up, or mashed.

Vegetables are organized into five (5) subgroups, based on their nutrient content. The five subgroups are: dark green vegetables, orange vegetables, dry beans and peas, starchy vegetables, and other vegetables.

• **Dark-green vegetables:** All fresh, frozen and canned dark-green leafy vegetables and broccoli, cooked or raw, i.e., broccoli; spinach; romaine; collard, turnip and mustard greens.

• **Red and orange vegetables:** All fresh, frozen and canned red and orange vegetables, cooked or raw, i.e., tomatoes, red peppers, carrots, sweet potatoes, winter squash, and pumpkin.

• **Beans and peas:** All cooked and canned beans and peas, i.e., kidney beans, lentils, chickpeas, and pinto beans. Does not include green beans or green peas.

• **Starchy vegetables:** All fresh, frozen, and canned starchy vegetables, i.e., white potatoes, corn, and green peas.

• **Other vegetables:** All fresh frozen and canned other vegetables, cooked or raw, i.e., iceberg lettuce, green beans, and onions. Lettuce and tomato served as condiments are not a vegetable serving.

• **Potatoes** count as a vegetable serving. If using instant or dehydrated potatoes (higher in sodium), choose a brand enriched with vitamin C.

• **Tossed salads** may count as a Vitamin C source if they contain at least ½ cup greens and ¼ cup Vitamin C rich items such as peppers, cabbage, or tomatoes. The darker the greens, the greater the content of Vitamin C and Vitamin A. Pale green lettuce (iceberg) is low in nutrient content.

### What counts as a cup of vegetables?

- 1 cup of raw or cooked vegetables or vegetable juice
- 2 cups of raw leafy greens
- 1 large bell pepper
- 1 medium potato
- 1 cup cooked greens or 2 cups raw (spinach, collards, mustard greens, turnip greens)
- 2 large stalks of celery
- 12 baby carrots
- 2 medium carrots
- 1 large sweet potato
- 1 large ear of corn

### What counts as a ½ cup of vegetables?

- 6 baby carrots
- 5 broccoli florets
- A total of ½ cup vegetables as an ingredient in soups, stews, casseroles or other combination dishes is equivalent to ½ cup vegetables.
- 1 cup of lettuce or leafy greens
- ½ cup tomato are each equivalent to ½ cup vegetables.
- ½ cup of a legume dish
- A total of ½ cup vegetables in molded salads (approximately ¾ cup molded salad).

## Grains

Any food made from wheat, rice, oats, cornmeal, barley or another cereal grain is a grain product. Bread, pasta, oatmeal, breakfast cereals, tortillas and grits are examples of grain products.

Grains are divided into 2 subgroups, **whole grains** and **refined grains**.

Whole grains contain the entire grain kernel – the bran, germ and endosperm.

Examples include:

- whole-wheat flour
- bulgur (cracked wheat)
- oatmeal
- whole cornmeal
- brown rice



Refined grains have been milled, a process that removes the bran and germ. This is done to give grains a finer texture and improve their shelf life, but it also removes dietary fiber, iron and many B vitamins. Examples of refined grain products are:

- white flour
- de-germed cornmeal
- white bread
- white rice

Most refined grains are *enriched*. This means certain B vitamins (thiamin, riboflavin, niacin, folic acid) and iron are added back after processing. Fiber is not added back to enriched grains. Check the ingredient list on refined grain products to make sure the word “enriched” is included on the grain name. Some food products are made from mixtures of whole grains and refined grains.

### **What counts as an ounce of grains?**

- 1 one-ounce slice bread
- 1 ounce uncooked pasta or rice
- ½ cup cooked rice, pasta or cereal
- 1 tortilla (6" diameter)
- 1 pancake (5" diameter)
- 1 ounce ready-to-eat cereal (about 1 cup cereal flakes)
- One biscuit (2.5 inch diameter)
- One small muffin (2 inch diameter or 2 oz.)
- ½ bagel
- Cornbread, (small piece 2' cube)
- 5-6 crackers-saltine type
- 2 graham cracker squares
- ½ cup grits
- ½ cup rice
- ½ cup noodles, macaroni, spaghetti
- ½ cup bread dressing

Limit the use of breads that are relatively high in fat such as biscuits, muffins, cornbread, dressings, fried hard tortillas, or high fat crackers.

**Key Consumer Message: *Make at least half your grains whole grains.***

### **Protein Foods**

All foods made from meat, poultry, seafood, beans, peas, eggs, processed soy products, nuts, and seeds are considered part of the Protein Foods Group. Beans and peas are also part of the Vegetable Group.

Select a variety of protein foods to improve nutrient intake and health benefits, including at least 8 ounces of cooked seafood per week. Meat and poultry should be lean or low-fat. Beans and peas are considered part of this group, as well as the vegetable group, but should be counted in one group only.

### **What counts as an ounce in the Protein Foods Group?**

- 1 ounce lean meat, poultry, seafood
- 1 egg
- 1 Tbsp peanut butter
- ½ ounce nuts or seeds
- ¼ cup cooked bean or peas
- 1 sandwich slice of turkey (4 ½' x 2 ½' x 1/8')
- 1 oz shell fish
- ¼ cup baked beans or refried beans

### **Meat, Bean, and Alternate Equivalents for Casseroles and Mixed Dishes**

Casserole entrées that combine meat, a grain such as rice or pasta, vegetables, cooked dried beans, cheese, or creamed sauce are cost effective. However, it can be difficult to achieve the 2 to 3 ounce meat or bean requirement unless the recipe is adjusted to include more protein ingredients.

The protein requirement can also be met by supplementing the meal with other protein-rich foods:

- Add chopped or sliced egg to a salad
- Add a cold salad made with dried beans
- Add split pea or lentil soup
- Add sliced or grated cheese to garden salads (milk group)
- Add a side dish of cottage cheese with fruit (milk group)

When purchasing prepared, institutional-size frozen entrees, or preparing frozen meals, carefully consider the sodium content. Select meals/items that are lower in sodium and fat.

### **Milk or Milk Products**

All fluid milk products and many foods made from milk are considered part of this food group, including lactose-free and lactose-reduced products and calcium-fortified soy beverages; yogurts; frozen yogurts; dairy desserts; and cheeses. Most Dairy Group choices should be fat-free or low-fat. Foods made from milk that retain their calcium content are part of the group. Foods made from milk that have little to no calcium, such as cream cheese, cream, and butter, are not included.

### What counts as a cup in the Dairy Group?

- 1 cup of milk, yogurt, or soymilk (soy beverage)
- 1 ½ ounces of natural cheese
- 2 ounces of processed cheese
- 1 cup (8 oz.) of fortified skim, 1%, 2% (higher in fat), low fat chocolate milk or buttermilk (higher in sodium) milk
- 1 cup (8 oz.) yogurt (*Note that most yogurt containers are only 4-6 oz. and would represent ½ to ¾ of a serving*)
- 1/3 cup non fat dry milk powder
- 1 ½ ounces hard cheese (cheddar, mozzarella, Swiss, parmesan)
- 1/3 cup shredded cheese
- 2 ounces processed cheese (American) (higher in sodium)
- ½ cup ricotta cheese
- 1 ½ cups cottage cheese (higher in sodium)
- 1 cup pudding made with milk (higher in sugar)
- 1 cup frozen yogurt (higher in sugar)
- 1 ½ cups ice cream or ice milk (higher in sugar and fat)
- 8 ounces of tofu (processed with calcium salt)

### MILK MUST BE OFFERED AT EACH MEAL.

#### Oils (optional)

Oils are fats that are liquid at room temperature, like the vegetable oils used in cooking. Oils come from many different plants and from fish. Oils are NOT a food group, but they provide essential nutrients. Therefore, oils are included in USDA food patterns. Some common oils are:

- canola oil
- corn oil
- cottonseed oil
- olive oil
- safflower oil
- sunflower oil

Some oils are used mainly as flavorings, such as walnut oil and sesame oil. A number of foods are naturally high in oils, like:

- nuts
- olives
- some fish
- avocados

Foods that are mainly oil include mayonnaise, certain salad dressings, and soft (tub or squeeze) margarine with no *trans* fats. Check the Nutrition Facts label to find

margarines with 0 grams of *trans* fat. Amounts of *trans* fat are required to be listed on labels.

Most oils are high in monounsaturated or polyunsaturated fats, and low in saturated fats. Oils from plant sources (vegetable and nut oils) do not contain any cholesterol. In fact, no plant foods contain cholesterol.

A few plant oils, however, including coconut oil, palm oil, and palm kernel oil, are high in saturated fats, and for nutritional purposes should be considered to be solid fats.

Solid fats are fats that are solid at room temperature, like butter and shortening. Solid fats come from many animal foods and can be made from vegetable oils through a process called hydrogenation. Some common solid fats are:

- butter
- milk fat
- beef fat (tallow, suet)
- chicken fat
- pork fat (lard)
- stick margarine
- shortening
- partially hydrogenated oil

### Dessert

Desserts may be provided as an option to satisfy the caloric requirements or for additional nutrients. Desserts such as fruit, whole grains, low fat or low sugar products are encouraged.

- When a dessert contains ½ cup of fruit per serving, it may be counted as a serving of fruit.
- When a dessert contains the equivalent of 1 serving starches/grains per serving, it may be counted as a serving of starches/grains. For example:
  - Pie, 9-inch, 8 servings/pie: 1 crust pie = 1 ounce of grain
  - 2 crust pie = 2 ounces of grain
  - Oatmeal raisin cookies: 2 cookies = 1 ounce of grain
  - Peanut butter cookies: 3 cookies = 1 ounce of grain
  - Brownies, 2 ½ x 3 inches: 1 brownie = ½ ounce grain
  - Gingerbread, yellow, carrot cake, 2 ½ x 3 inches: 1 piece = 1 ounce grain
  - Apple crisp, 2 ½ x 3 inches: 1 portion = ½ grain
  - Size of cookie equals ¾ oz or 1 ½ tablespoons cookie dough
- When dessert contains the equivalent of ½ cup milk per serving, it may be counted as ½ serving of milk.

## Condiments and Product Substitutes

Salt substitutes shall not be provided. Sugar substitutes, pepper, herbal seasonings, lemon, vinegar, non-dairy coffee creamer, salt, and sugar may be provided, but shall not be counted as fulfilling any part of the requirements.

### **Specialized Meals**

#### *Multiple Meals*

Providers may serve a combination of meals including breakfast, lunch and/or dinner, to participants receiving HDMs. Multiple meal packages are typically delivered with the noon meal. Breakfast, a popular meal with older adults, contributes to their health and well being by increasing intakes of critical nutrient dense food groups associated with positive health outcomes: cereal and grains, complex carbohydrates, fruits, fiber, milk, and milk products.

#### *Frozen Meals*

Frozen meals are often used in areas where daily delivery is limited, for weekend meal services, or to enable home delivered meal programs to offer more menu choices. The participant's kitchen (having appropriate appliances to store and reheat meals) and functional ability (can handle and/or heat meals) must be carefully considered when providing frozen meals. Frozen meals may also be used at congregate sites in rural areas where participation is small and other food service options are not feasible. Such meals would be heated and served at the site.

#### *Shelf-stable / Emergency Meals*

Emergency meals are generally shelf-stable ready to eat food products. Meal packages are generally provided to participants determined to need such food products if the program is unable to deliver meals due to weather or other problems. A best practice is to instruct participants on when and how they should use their emergency meal packages or to provide written suggestions for preparing their own emergency food stores.

#### *Sample SUA Emergency Meal Standards / Guidelines*

All Nutrition Projects must offer all home delivered meals clients, a shelf stable emergency meal package, available for use during inclement weather or other emergency situations, when the meals cannot be delivered. The case manager may identify current clients who may require an emergency meals package. Congregate meal participants should be advised to keep an emergency foods shelf at home in case of inclement weather. The emergency meal package for home delivered meal participants should consist of two or three days of shelf stable foods and shall be replenished as needed. It is recommended that emergency meal packages contain

one-third DRIs as much as possible. The no salt added policy is waived for emergency meal packages; however, low sodium items are encouraged.

### Modified Meals

A consultant dietitian or qualified nutritionist, programs should determine the need, feasibility, and cost effectiveness in establishing a service for special menus using the following criteria:

- The food and skills necessary to prepare the special menus are available in the planning and service area.
- The type of special diet considered for service can be produced and delivered safely and cost effectively.
- Modified meals meet the regular menu pattern, but contain modifications to one or more menu items.
- The types and amounts of all times must conform to the regular menu pattern.
- A health professional's authorization is not needed for a participant to receive a modified meal. However, nutrition program may wish to prioritize the requests for modified meals.

### **In-Home Frozen Meal Nutrition Standards**

1. Acceptable meals are commercial-bulk stock, or on-site meals prepared correctly.
2. Offer a variety of frozen meals that meet or exceed the Title III meal requirements.
3. Prior to home delivery, ensure that a recipient has proper equipment to store and reheat the frozen meals, as well as refrigeration for milk or other food items.
4. When frozen meals are prepared on-site, follow these guidelines:
  - a. Assemble in three-compartment aluminum or microwaveable trays.
  - b. Assemble from same-day hot menu items. Do not use previous leftovers.
  - c. Include one meat item and two vegetables.
  - d. Prior to packing, cook beef, poultry, ground meats to 165 degrees, pork to 145 degrees, or until inside is white. If meat temperatures fall below 141 degrees at any point prior to freezing, discard or reheat to 165 degrees before using in the frozen meal.
  - e. Place broth or gravy on the meat item to prevent drying out when the recipient heats the meal.
  - f. Whenever possible, use frozen vegetables in these meals. Season with appropriate spices and herbs before portioning into trays and add a small amount of liquid to prevent drying out.
  - g. Place a small pat of margarine on mashed potatoes to keep them moist during reheat.

- h. Package bread, milk, margarine, and a dessert item separately, and refrigerate, if needed.
- i. Do not use the following in a frozen meal:
  - Meat salads
  - Unappetizing vegetables that have remained too long on a serving line
  - Cold vegetable salads
  - Vegetable sticks
  - Cornbread dressing w/eggs
  - Unappetizing food items that have deteriorated on the steam table
- j. Do not leave any compartments in the tray empty.
- k. Do not allow meals to cool outside the freezer.
- l. Cool and store in a freezer that is monitored to remain between -10 to 0 degrees
- m. To prevent contamination of frozen meals during freezing, cover loosely with plastic wrap. DO NOT place lids on meals.
- n. On the appropriate Food Temperature Log, document the food reaching 70 degrees within two hours, and 40 degrees within the next four hours inside the freezer.
- o. While the meals are cooling in the freezer, label tray lids with the contents and discard date (which is to be seven days subsequent to the day of preparation).
- p. After meals reach 40 degrees, place and seal lids.
- q. Store one single layer of meals on a cookie sheet or one single layer of meals on the freezer shelf.
- r. Allow meals to freeze for approximately 48 hours before delivery.
- s. Rotate stock of frozen meals on first-in first-out basis.
- t. Keep no more than a three month supply of frozen meals on hand.
- u. Sample the meals for quality before using them.