



Forest County Office on Aging Policies and Procedures

Policy Title	Home Delivered Meal Delivery Requirements	Approved
Policy #		Effective: 04/16/2016
Training Required:		Revised:
Date of Review:		Next Review Date:

PURPOSE: To insure that the home delivered meals will not be left unattended.

POLICY: Nutrition program staff or volunteers must deliver meals into the hands of the recipient, a caregiver, or another person designated by the recipient. Volunteers and staff are prohibited from entering a participants' home to place the meal into a refrigerator or leave a meal in a cooler outside of a participants' home even with the participant's permission.

DEFINITIONS:

- Nutrition Programs are responsible for checking on participants' well-being at the time of delivery, ensuring that OOA meals are delivered to eligible individuals, and ensuring that food is held at safe temperatures and protected from contamination, animals or pests. Therefore, leaving meals outside, in coolers, or otherwise unattended is prohibited.

PROCEDURE:

With advance notice, alternate delivery arrangements can be made for rare circumstances when a home-delivered meal recipient will not be home to receive the meal. Acceptable examples of alternate delivery arrangements include:

1. delivery of two meals the day before,
2. or arranging for a friend or family member to pick up the meal, or
3. having the site manager freeze the meal and it be delivered on the next delivery day.

REFERENCES:

Wisconsin Policy and Procedure Manual for the Wisconsin Aging Network
8.7.3 Delivery Requirements

FORMS/ATTACHMENTS:

Complaint and Appeals Form