

# AGING **best**

## **Nutrition Policy Manual**

**Aging Best Area Agency on Aging**

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## **Introduction to Nutrition Policy Manual**

Aging Best Area Agency on Aging is required to follow all Federal laws and Missouri's Code of State Regulations to maintain safety measures for any senior that participates in any of Aging Best's services. Aging Best has served tens of thousands of seniors in Central Missouri since 1973 through the many programs, senior centers, and numerous services we offer. Thank you for providing excellent service to our seniors.

### **Nutrition Service Requirements**

#### **A. Purpose of Nutrition Services and Contracts**

The purpose of this manual is to provide direction for awarding nutrition services contracts and to establish nutrition service policy for contract and direct service nutrition programs. Aging Best Area Agency on Aging (Aging Best) awards nutrition service funds to provide meals and other nutrition services, including outreach and nutrition education, to appropriate service recipients within a specific planning and service area. Both contracted and direct Service Providers will assure that congregate and home delivered meals are provided based on an assessment of eligibility by the Service Provider.

#### **B. Nutrition Education Activities**

1. Nutrition Service Providers must provide activities which promote nutritious food selection, healthy eating habits, and other good nutrition and health-related practices. Topics and materials will be approved or presented by a qualified nutritionist or the Nutrition Services Manager.
2. The Nutrition Service Provider will coordinate and implement the following activities with the assistance of the Aging Best Nutrition Services Manager:
  - i. Schedule quarterly nutrition education sessions, to be conducted by qualified persons.
  - ii. Provide nutrition information and visual educational materials to service recipients on a continuing basis.
  - iii. Make nutrition education materials available to home delivered meal recipients. Senior Center Administrators (SCA) or designee should review these materials one-on-one with recipients whenever possible.

## C. Meal Program Eligibility

Unless otherwise directed by Aging Best, Nutrition Service Providers are required to provide both congregate and home delivered meals as explained below:

### 1. **Contribution-Based Congregate Meals Eligibility:**

Nutrition Service Providers must provide at least one (1) hot meal [or other appropriate meal], five (5) or more days a week on a contribution basis to the following:

- i. Persons aged 60 or over and their spouses, regardless of age.
- ii. Volunteer persons who are under the age of 60—only on days when they have been significantly involved in the preparation, service, delivery, and/or clean-up of the meal, and only if an age-eligible participant or his/her spouse is not denied a meal as a result.
- iii. Persons with disabilities between ages 18 and 59 (a) who reside at home with and accompany older individuals who are eligible under this policy or (b) who live in senior housing where a nutrition program is in place.
- iv. Any program employees who are at least 60 years of age or the spouse of a person who is age 60+. These employees must sign the day's congregate signature sheet as an eligible participant.
- v. Aging Best employees who are not eligible by age or marriage qualification--if consumption of the meal helps promote quality assurance, is consumed in the course of service at the Center, unless otherwise preauthorized by a program manager, and only if an eligible participant is not deprived a meal.

### 2. **Paid Guests Congregate Meal Participation:**

- i. Relatives and friends of eligible participants or guests may occasionally purchase a meal at 'full cost' if this purchase does not deprive an eligible participant of a meal.
- ii. Service Provider must post this guest service (full price) policy in a visible location at the contribution box.

3. **Home Delivered Meals Title IIIC2 Eligibility\*:**

Nutrition Service Providers shall make available in the client's residence, at least one (1) hot meal [or other appropriate meal], five (5) or more days a week to the following:

- i. Persons aged 60+ and their spouses, regardless of age, who are home-bound by reason of illness, incapacitating disability, or otherwise isolated.
- ii. The caregiver of an eligible participant or the spouse, regardless of age or condition. A caregiver is an unpaid, live-in caregiver.
- iii. Persons with disability between ages 18 and 59 who reside at home with and accompany older individuals who are eligible for home-delivered meals
- iv. Persons determined to be temporarily eligible for home-delivered meals. [See section E below for details of this qualification.]

\* IIIC is the classification given to meals that qualify to be funded, at least in part, by the Older Americans Act.

4. **Medicaid Meals Program Eligibility.** Some persons may be eligible for home delivered meals through a Medicaid assistance program authorized by the Department of Health and Senior Services. Under this program, Nutrition Service Providers will provide the number of Medicaid-authorized meals to the individual's residence on a recurring delivery schedule.

- i. Eligibility for Medicaid meals, an individual must meet the following criteria:
  1. be 63 years old or older;
  2. have income and assets at or below the Medicaid program guidelines;
  3. be eligible for home delivered meals under the Older Americans Act;
  4. and, be authorized to receive Medicaid Meal services by the Division of Health and Senior Services or the Division of Family Services.

5. **Other Funding Sources.** Other funding sources are dealt with on a case by case basis, as staff are made aware. Nutrition Services Managers notify applicable centers when a referral from another funding source is received.

## D. Meal Contributions and Payments (Program Income)

### 1. Meal Contributions

- i. **Medicaid home-delivered meals.** No client receiving Medicaid meals shall be allowed to make any payment or contribution towards the cost of any Medicaid meal. The Service Provider must inform all Medicaid Meals recipients that they are not to contribute towards these meals. A Non-Contribution Letter, signed by the recipient, and uploaded in AgingIS.
- ii. **Congregate and Home Delivered Older Americans Act Title IIIC Meals Contribution Policy.** Service Providers shall ensure that:
  - a. Each person receiving a Title IIIC meal is provided an opportunity to contribute voluntarily to the cost of the meal.
  - b. Each participant is informed that no one is denied service because of inability to contribute.
  - c. The privacy and confidentiality of each participant is protected with respect to his/her contribution.
  - d. Appropriate procedures are established and followed to safeguard and account for all contributions.
  - e. All contributions collected are used to expand the center's nutrition service.
- iii. **Contribution methods for Title IIIC Congregate and Home Delivered Meals.** Contributions in the forms of checks, cash, food stamps/Electronic Benefits Transfer (EBT), and the "Gift Certificate" program, as explained below, shall be accepted by the Service Provider.
  - a. **Food Stamps/SNAP/ Electronic Benefits Transfer/EBT Program.** Service providers must ensure the following in each center:
    5. An authorization is in place to process donations through the EBT program for both congregate and home delivered meals
    6. Food stamp/SNAP/EBT program information is made available to participants.
    7. A "Food Stamps Accepted" poster or decal is displayed at the entrances of the center and/or near the contribution box.
    8. All rules and regulations with respect to the accepting and processing of the food stamp/SNAP/EBT program are followed.

- b. **“Gift Certificate” Program.** Family members and friends of meal participants may wish to purchase program gift certificates from the senior center to gift to participants. All Service Providers who participate in this “gift certificate” program must:
  - 1. Use the authorized gift certificates provided by Aging Best.
  - 2. Safeguard any certificates being held for distribution.
  - 3. Process all income from gift certificate sales in the same manner as any other meal contribution.

## 2. **Payments**

- i. **Paid Guests.** All individuals NOT designated in Section C of the Meal Program Eligibility shall be required to pay the full cost of the meal as established by Aging Best.

## 3. **Handling Contributions and Payments.**

- i. **Contributions.** Service Providers shall use a locked contribution box for collecting contributions.
- ii. **Contribution box requirements:** A box shall be constructed and placed in an easily accessible place. The box construction must provide for participant confidentiality as well as security to deter access by unauthorized personnel. A slot shall be placed on the top center of the box large enough to accommodate a variety of change and bills, but not so large as to allow easy retrieval of money from the enclosed chamber. A retrieval cash drawer will be installed, with access from the back. This drawer must be kept locked.
- iii. **Payments.**
  - a. Attendees who are required to pay the full cost of the meal shall hand their payment to an assigned volunteer or program employee at the time they sign-in. The volunteer or program employee will verify the full cost payment and then put the payment directly into the contribution box.
  - b. Attendees who qualify for IIIC meals on a contribution basis shall place whatever contribution they wish to make directly into the collection box, without handing the contribution to a volunteer or employee. If a IIIC qualifying individual requests change for a currency bill, change for the entire denomination shall be handed to the participant and the participant shall then place his/her chosen contribution out of the change directly into the box him/herself.



**4. Preventing Loss, Theft, or Misuse of Contributions and Payments.****i. Handling Meal Contributions.**

- a. Contributions must be counted by two people, one staff and one volunteer. One person counts while the other records. Then the roles are reversed so that the first recorder is the counter and the first counter records the results of the second counter. Counting teams should not be composed of relatives or close friends. Program employees should never be money counters except in emergency situations.
- b. The itemized count of each denomination of currency, coins, and checks must be recorded and totaled on the Daily Meals and Contributions Report. Both money counters are to sign, verifying the total.
- c. Each day, home-delivered meal drivers shall turn any meal delivery route contributions over to the assigned staff person. If the assigned staff person is not present, these contributions must be placed in the locked contribution box in an envelope marked "home delivered meals".
- d. The contribution box shall be locked and inaccessible to anyone except the individuals responsible for counting the money for that day. Similar precautions should be taken with regard to the bank bag.
- e. The meals program contributions must be deposited by the assigned program representative on the same day they are received and counted--as soon as possible after the meal. The Center Administrator shall collect the deposit book and bank receipt from the assigned program representative as soon as possible after the bank deposit has been made. The use of a locked bank bag is strongly advised.

## 5. **Suggested Contribution Level and Full Meal Price**

- i. **Contribution level.** The Aging Best governing board establishes the suggested contribution level for eligible participants. This suggested contribution level must be posted near the sign-in desk. Currently, the board-authorized suggested contribution is \$ .00.
- ii. **Meal cost for paid guests.** The meal cost for individuals under age 60 who do not otherwise qualify for IIC eligibility is established by Aging Best. This rate is periodically reviewed by the Aging Best governing board and adjusted if audited costs vary. Contracted centers may apply for approval to modify this paid guest meal cost.
- iii. **Spending Program Income.** All Title III nutrition program contributions and program income collections must be spent in compliance with nutrition program operating budgets, as approved by Aging Best. Providers shall spend accumulated contributions before spending federal funds. Subcontracted centers must follow all state and federal guidelines as well as contractual agreements with Aging Best regarding collection and use of contributions.

## E. **Certifying Individuals for Home-Delivered Meal Eligibility:**

### 1. **Normal Certification.**

- i. Prior to beginning home meal delivery, the Senior Center Administrator or designated qualified representative will complete a visit to the home. Except in emergency situations, meal delivery will not begin until after the home visit/assessment has been performed and the Senior Center Administrator or Regional Lead has approved the service.
- ii. This home visit should be completed within five (5) days of receiving a request for meals.
- iii. Initial home visits may be waived if persons are authorized through Medicaid home-delivered meals as a Missouri Department of Health and Senior Services (DHSS) assessment has already been completed.
- iv. During home visit certifications, the program representative will complete an authorized Aging Best assessment for each eligible individual requesting services.
- v. After completion of the assessment(s) the Administrator, Regional Lead or Care Coordinator will review the information and make a certification determination, based on assessment criteria.

**2. Emergency Certification.**

- i. In the event of an emergency or urgent situation, the Administrator or designee may authorize meal delivery to an individual for up to five (5) days prior to making the initial home assessment.

**3. Temporary Certification.**

- i. In the event a regular congregate meals participant becomes temporarily home-bound due to illness or incapacity, the Senior Center Administrator or designee may authorize up to five consecutive home delivered meals to the recipient and the spouse without a home assessment.
- ii. If the individual's condition exceeds the need for five consecutive days of meals, a home visit must be conducted before further meal delivery.
- iii. In the event temporary meal delivery services are requested by or for a congregate participant on a repeated basis, the Senior Center Administrator or designee must conduct an assessment to determine if the criteria for receiving home delivered meals remains. If it is determined that home meal eligibility no longer exists, the Senior Center Administrator or designee must explain that the individual is always welcome to participate in congregate meals.

**4. Recertification of Existing Home Delivered Meal Recipients.**

- i. To continue receiving home meals, all home delivered meal recipients must be recertified for the service in compliance with the time frame outlined in the Code of State Regulation. Recertification will be accomplished in the following manner:
  - a. The Center Administrator or designee shall review the assessment, visit the the home (or if regular status/contact has been logged throughout the year, conduct a phone interview), and update all information to determine continuing eligibility.
- ii. **Loss of Eligibility.** If an individual is determined to no longer qualify for home delivery, the Center Administrator or designee will counsel the individual with regard to the criteria ineligibility, notify him/her of the last delivery date, and will encourage participation in the congregate meals program, if appropriate.
- iii. **Recertification Under Other Circumstances.** If, at any time, the Center Administrator or designee is made aware of any instances whereby a person may no longer be eligible for home delivered meals, he/she will, as soon as possible, complete a home visit and determine continuing eligibility or loss of eligibility.

## 5. **Meal Delivery System.**

- i. **Delivering the meals.** If no delivery route currently exists to service an area, efforts must be made to locate additional volunteer drivers and to add new routes.
- ii. **Home Delivered Meal Drivers.** Home delivered meal drivers are a crucial link in the home delivery program. To provide appropriate security and confidentiality, all drivers must meet all requirements in one of the two categories below:

- a. **Individual Driver Requirements:**

- 1. Be at least 18 years of age and possess a valid driver's license. [A copy of each current driver's license must be kept on file by the service provider];
- 2. Have valid, Missouri-compliant automobile insurance on all vehicles used for delivering meals. [A copy of each current delivery driver's certificate(s) of automobile insurance must be kept on file by the service provider];
- 3. Have no convictions, pleas of guilty, or nolo contendere pleas to any felony charge in Missouri or any other state
- 4. Have no convictions of any class A misdemeanor of 198.070.3, RSMo abuse or neglect;
- 5. Have no listing on the Missouri Division of Senior Services Employee Disqualification List (EDL) [Service Provider must assure this screening is conducted properly.]

- iii. **Policy for Passengers of Meal Drivers:**

- a. Drivers must be counseled regarding their sole responsibility for any passengers who accompany him/her during meal delivery duties, and that no vehicle passengers are covered under any insurance policies of Aging Best or the senior center.
- b. Drivers must be advised that, except in special circumstances authorized by the Senior Center Administrator, children or others may not participate substantially in the delivery of a meal in the home and, under no circumstances, are children under the age of 18 allowed to deliver the meal in a person's home unless the child is accompanied, at all times, by the driver.

## F. Participant Rights and Responsibilities

### 1. Rights and responsibilities for eligible participants:

- i. Service Provider will provide eligible participants who attend the center a fair and equitable system by which the food prepared for the day can be distributed.
- ii. Any eligible participant shall be allowed to register for a meal unless the supply of prepared food is served out to other eligible participants before his/her turn to receive a meal or unless the participant arrives after the scheduled serving time. Amounts of food prepared shall be determined by forecasts based on the best and most accurate attendance information available.
- iii. Each eligible participant shall normally be offered the complete menu meal with each food item portioned as prescribed by federal regulations. The eligible participant may decline any part or parts of the meal.
- iv. To receive a meal, an eligible individual must sign a meal sign-in sheet. If a person is unable or unwilling to sign for a meal, the individual may designate a person or persons to sign for the individual.
- v. Meal service shall be scheduled so that food is available for at least thirty minutes after serving begins.

### 2. Termination of Service:

- i. **Noncompliance.** Refusal to comply with written guidelines and procedures or socially unacceptable behavior at senior centers, in classes, at outreach events, and at other Aging Best offices and events may result in an individual's service disqualification. If attempts to resolve the problem are unsuccessful, termination may occur in the following manner:
  - a. The Program Manager or Senior Center Administrator (SCA) or other designated Aging Best representative must first give the offending participant an oral warning in the presence of a third party witness. The representative shall document the warning. The representative shall forward the documentation to the Program Manager or Director.
- ii. **Temporary Exclusion.** If offending behavior persists, the Program Manager or Director will, on behalf of the Aging Best governing board, send by certified mail or hand delivery in the presence of a third party, a written temporary termination of service.
  - a. The notice of temporary termination of services must explain the behavior that prompted the termination and the violated guidelines.
  - b. The notice must specify the service(s) to be withheld and the length of time services will be withheld.

- c. Initial temporary terminations shall approximate thirty (30) consecutive days from anticipated receipt of letter.
- d. The notice shall list alternative options for substitute services during the suspension.
- e. The participant may file a grievance within thirty (30) days in accordance with Aging Best Program Participant Grievance Policies.

iii. **Extended Termination:**

- a. Upon return to service, if inappropriate behavior reoccurs, the Senior Center Administrator or Aging Best representative will document and notify the Aging Best Program Manager or Director.
  - b. The Program Director may initiate, on behalf of the Aging Best Governing Board, permanent termination procedures in compliance with state regulations.
- iv. **Termination for Unlawful or Dangerous Situations.** Behavior that is unlawful or dangerous may result in immediate dismissal/removal from services. If warranted, law enforcement will be asked to assist immediately. Documentation of action taken must be completed and forwarded to the Aging Best Program Director for determination of permanent dismissal.

3. **Grievance Procedure for Program Participants**

- i. Any program participant may file a grievance complaint against Aging Best, its employees, or any contractors when the aggrieved believes an unjust action has incurred or when operational rules interfere with access to services. The accepted due process is as follows.



## GRIEVANCE PROCEDURE

- A. Aging Best shall provide an opportunity for an appeals hearing to any service recipient or to any Service Provider/Applicant, except as provided in 45 CFR, Part 74, whose service delivery proposal has been denied or whose funding has been terminated or for individuals who wish to resolve areas of conflict regarding delivery of services.
- B. The Chief Executive Officer and Board of Directors shall be responsible for implementation.
- C. The Chief Executive Officer or designee shall annually evaluate documentation of compliance.
- D. The following procedure shall be used in implementing this policy:
  - 1. Every effort will be made to resolve service recipient grievances at the lowest appropriate supervisory level and in the least formal method possible. It is our belief that mutual respect and good faith communication can resolve the vast majority of grievances.
  - 2. Service recipients shall fully utilize the grievance procedure of the appropriate service provider. If grievance resolution is not satisfactory, they may then submit their grievance to Aging Best for resolution.
  - 3. Informal grievance resolution efforts shall proceed up to and including the Chief Executive Officer. Service provider/applicant grievances may be filed directly with the Chief Executive Officer. If, at this level, the complainant is still not satisfied with the resolution, they may request a formal hearing before the Aging Best Board of Directors.
    - a. Within 10 working days from the date of the notification from the Chief Executive Officer of adverse action, the complainant shall request a hearing before the Board of Directors for the purpose of refuting the basis of the adverse decision or area of conflict.
    - b. The hearing shall be convened at the next regularly scheduled Board of Directors meeting.
    - c. The Board shall base its decision on applicable rules and regulations, facts presented at hearing, and corroborating documentation.
  - 4. The decision of the Board is final.
  - 5. A record of the hearing shall be kept and maintained.
  - 6. The complainant shall be advised of the decision of the Board in writing within 5 working days. In the case of a service provider, the notice shall include notification of the right of appeal to the Division for mediation and potential hearing.

Note: In compliance with the Freedom of Information Act, pertinent information is available for review at the Aging Best office.

## G. General Nutrition Policies

### 1. Meal Service Categories:

- i. **Hot Food Service Systems.** Aging Best programs provide hot food nutrition programs through on-site cooking and off-site catering. Both types of facilities must meet health inspection standards.
- a. **Cooking (On-site) Senior Centers.** A senior center nutrition program may be established as an on-site cooking facility if labor, resources, equipment and areas for receiving, preparing, holding, and storing food, and food items are adequate. Such centers will have at least one cook on site whose responsibilities will include all phases of meal preparation, food/supply records keeping, the security of foods/supplies, kitchen cleaning, ordering/purchasing, and maintenance of equipment. Such centers may also be set up to prepare and deliver food to other senior centers.
- b. **Catered Senior Centers.** A senior center may be established as a catered site, receiving and serving hot bulk-packed foods from an approved, licensed, and inspected cooking site. Catered centers must have the minimum equipment and facility necessary to hold, store, and serve food at proper temperatures in sanitary conditions.



**ii. Frozen Home Meals**

- a. Frozen meals may be the most feasible, practical, or desirable choice of nutrition for home delivery services.
- b. Frozen meals are packaged in a microwaveable or oven safe tray, and are accompanied by a bread, milk, and dessert option on the side. These lunches must meet or exceed IIIC meal requirements.
- c. Prior to delivery, Service Providers must ensure a recipient has proper refrigeration and freezer equipment to store and reheat the meals and accompaniments.
- d. Frozen meals may ONLY be prepared in centers trained and authorized by the Nutrition Program Manager to assure compliance with all regulations. All other frozen meals in use are to be approved, commercially prepared meals. (Use the following charts on the next page to assure compliance with all regulations)

Delivery of Frozen Meals to Home Settings	
X	
	1. Place meals in coolers using an approved method for maintaining temperatures.
	2. Immediately begin delivery to prevent any thawing of the meal.
	3. Upon delivery, the recipient must be instructed to place them in the freezer immediately.
	4. Provide each recipient an instruction sheet with the information shown below.

Frozen Meals Instructions	
X	For The Oven
	1. Do not thaw this meal before cooking.
	2. Preheat oven to 350 degrees.
	3. Place the frozen meal in the preheated oven for 30 minutes.
	4. Carefully remove from the oven.
	5. If the meal is not completely heated, return to oven for an additional 15 minutes.
X	For The Microwave
	1. Do not thaw this meal before cooking.
	2. Place frozen meal in microwave.
	3. Cook in microwave 2-5 minutes, depending on power of microwave.
	4. If the meal is not completely heated, return it to the microwave for an additional 1 – 2 minutes.
	5. After microwave process is complete, allow a two minute standing period before consuming the meal.
Do Not Use <b>TOASTER OVEN</b> To Reheat Meal, Under Any Circumstances	

## 2. Title III-C Nutritional Requirements

- i. Each Congregate and Home Delivered Meal served must comply with Dietary Guidelines for Americans, published by *the Secretaries of Health and Human Services and USDA* and shall contain at least 1/3 of the current Dietary Reference Intakes (DRI).
- ii. The Aging Best Nutrition Services Manager shall review menus to ensure conformance to dietary requirements within reasonable cost limitations. The Aging Best Nutrition Services Manager has final approval on all menus and retains the authority to approve, amend, or reject any or all changes made to the menus.
  - a. **Serving Size Requirements.** Meal patterns (below) and portion control scales will assure nutritional compliance. All food types should be offered at each meal, (Use the following chart on next page for size requirements).

	Food Type	Serving Size
Meat or Meat Alternate	Fish, poultry, or luncheon meat	3 oz.
	<b>Acceptable alternates for 1 oz. of cooked meat:</b> Combinations of 2 or more of the food types below that total the 3 oz. requirement	
	Egg	1 egg
	Cheddar Cheese, Cottage Cheese	1 oz.
	Cooked Dried Beans or Peas	½ cup
	Peanut Butter	2 Tablespoons
Fruit and Vegetables	Alternate A: Fruits, Vegetables, or Full Strength Fruit or Vegetable Juices	2 ½ cup
	PLUS: Gelatin made with fruit or juice	Containing ½ cup of Alternate A
	Alternate B: Fruits, Vegetables, or Full Strength Fruit or Vegetable Juices	3 ½ cup
	<i>Gelatin</i> : each serving of gelatin product must contain:	⅓ cup of Alternate of B
	<b>Note: Rice, spaghetti, macaroni, and noodles are not vegetables.</b>	
Enriched or Grained Bread or Alternate	Bread, Biscuit, Cornbread Square, or Roll	1 piece or slice
	Rice, Spaghetti, Macaroni, or Noodles (cooked)	½ cup to ¾ cup
Butter	Butter or Margarine	1 teaspoon
Dessert	Fruits, Full Strength Fruit Juices, Pudding, Gelatin Desserts, Ice Cream, Sherbet, Cakes, Pie, or Cookies made with enriched or whole grain flour.	½ cup
Milk	Skim, fortified whole, fat, or buttermilk	1 cup
Optional	Coffee, tea, decaffeinated beverages, and fruit flavored drinks are optional beverages not provided with nutrition project funds.	N/A

### iii. **Special Diets.**

Service recipients with special dietary needs or requirements due to health, religious, or ethnic reasons may be offered special menus to the extent it is feasible within labor and budget. The following changes may be made to the regular menus, as appropriate:

Type of Diet	Recommended Components/Modifications
<b>Diabetic</b>	Meat: Baked, broiled, or boiled Vegetable: No fat seasonings Dairy: 2% milk Dessert: Fresh or unsweetened canned fruit
<b>4 Gram Sodium</b>	No added salt in food preparation. Reduction of salt amount by $\frac{1}{2}$ in baked good recipes. Low sodium entree alternate.
<b>Low Fat Cholesterol</b>	Meat: Baked, broiled, or boiled (No liver) Dairy: Skim milk Other: Polyunsaturated margarine
With the above exceptions, all other food items will be as listed on the regular menu.	

#### a. **Guidelines and Requirements for Conducting Special or Minor Modified Diet Programs:**

1. A recipient must request authorization in advance for minor modified special meals.
2. Refer individuals with a strict dietary regimen to a medical professional for management of dietary needs.
3. Refer to the current Missouri Diet Manual in developing special diets.

- b. **Availability of Special Food Items.** In addition to the minor modified program mentioned above, service providers will ensure that each center has on hand, at minimum, the following items, to help meet the needs of individuals with relatively unrestricted dietary problems: shelf-stable canned fruits, vegetables, and protein products.

**Post a sign near the serving area, listing the availability of these items to individuals with special dietary concerns.**

### 3. Menu Satisfaction

- i. **Standards:** Daily menus must be reviewed for color, texture, taste, and variety. Meals are also reviewed for proper balance of protein, carbs, and vegetables/fruit. Menu and Menu options are approved by a Nutritionist/Dietician.
- ii. **Reasonable Modification of Menus.** The Senior Center Administrator, or designee, may make reasonable changes to standard menus for the following reasons:
  1. Absence of the Head Cook or Assistant;
  2. Non-delivery or unavailability of a necessary product
  3. Equipment failure or space limitations
  4. To accommodate special preferences of the local participants.
  5. Inclement weather conditions;
  6. Other special circumstances as authorized by Aging Best.
- iii. **Reporting Menu changes.** All menu changes must be documented on the Aging Best Daily Kitchen Form. Any menu changes for unauthorized reasons require advance approval by the Nutrition Services Manager.
- iv. **Participation in Menu recommendations.** Service provider must seek input from local advisory boards, participants, or menu committees. If a center caters meals to another center, the service provider will ensure that catered center recommendations are collected and given due consideration.
- v. **Posting of menus.**
  - a. Weekly menus must be posted in each center kitchen for use by the center cooks and/or volunteers.
  - b. Attractive, easy to read, weekly menus must also be posted in the dining area two weeks in advance.
  - c. Menus can be distributed to local media for publication or announcement.

#### 4. Sanitation and Safety (food, fire, policies)

- i. **Requirement for Sanitation and Safety Practices.** All Service Providers must fulfill and enforce all applicable federal, state, local, county, Aging Best, and/or city health, fire, and safety rules and codes, as well as the *Missouri Department of Health Rule Governing Food Sanitation*.
- ii. **Inspections.** Each Service Provider must complete the following facility inspections at least annually:

X	Health Inspections
	1. All senior centers shall be approved by the Department of Health and Senior Services and the Division of Senior Services and Regulations to cook and/or serve meals.
	2. Each center must be inspected by a licensed sanitarian.
	3. A copy of the inspector's report must be posted in the kitchen and a copy sent to Aging Best along with a summary of corrective actions taken by the center.
	4. If a correction is delayed, an explanation will be submitted showing the date of the planned completion.
X	Fire Inspections
	1. Each center must be inspected by an authorized local fire authority or a fire inspector
	2. Copies of the inspector's report must be kept on file in the center's Life Safety Plan, posted in the kitchen next to the health inspection, and sent to the Aging Best administrative office.
	3. If a discrepancy cannot be corrected on time, an explanation of the circumstances along with any planned completion dates will be submitted to Aging Best.



- iii. **Food Safety and Sanitation Procedures.** Required sanitation practices shall include but not be limited to the following chart:

X	Food Safety and Sanitation Procedures
	1. All foods must be protected from contamination and spoilage during storage, preparation, and serving.
	2. All foods served in the program must conform with food processing and labeling laws. No home canned food, unpasteurized milk products, or sub-A grade milk may be served in the program.
	3. During meal service or enroute to a catered center or home, all potentially hazardous food must be kept at or below 41 degrees F for cold food and at or above 140 degrees F for hot food. Hot foods shall be consumed within four hours of completed preparation. This four-hour period includes the time required for catered or home-delivered food packaging, transportation, and any holding time.
	4. Food products and cleaning supplies shall be stored in separate locations, on separate shelves.
	5. Food products shall be stored at least six inches above the floor.
	6. Food shall be served as quickly as possible after preparation. Batch cooking is required for large numbers of service.
	7. Unwrapped food on display shall be protected against contamination by effective, easily cleanable devices such as sneeze guards, display cases, and cabinets.
	8. Bactericides or other cleaning compounds must be used appropriately to safeguard against a toxic residue on food contact surfaces. Chlorine bleach shall normally be used as a sanitizer in the concentration of 50 parts per million (ppm) (approximately 1 capful per gallon of water).
	9. Personnel with symptoms of communicable disease shall not be permitted to handle food. They must be fever free 24 hours before returning to work.
	10. All employees shall wear clean clothing and practice good personal hygiene. Paid and volunteer kitchen staff shall wear hairnets, caps, or proper hair and beard restraints. Paid and volunteer kitchen staff shall wash hands before starting work and as often as necessary to prevent the contamination of food.
	11. The food-contact surfaces of equipment, utensils, and single service articles must be of sanitized non-toxic material.
	12. Food contact surfaces of cleaned and sanitized equipment and utensils shall be smooth, free of breaks, open seams, cracks, chips, pits, and similar imperfections. They shall be in good repair and easily cleanable.

X	Food Safety and Sanitation Procedures (Continued)
	13. All garbage waste shall be kept in leak-proof, non-absorbent containers, covered with tight fitting lids. All such containers must be sanitized frequently. Disposables must be discarded by a locally approved sanitary method.
	14. The facility must have effective, routine pest control inspections and treatments.
	15. The floor surfaces in all food preparation or storage areas must be a smooth, non-absorbent, easily cleanable material. Dry food storage areas need not have non-absorbent floors. All floors must be kept clean and in good repair.
	16. The walls and ceilings of all rooms shall be kept clean and in good repair.
	17. Equipment and work area shall routinely be cleaned and sanitized according to a written schedule.
	18. All rooms in which food is prepared, served, or stored must be well ventilated. Dry food storage must be away from direct sunlight, and maintained at a cool temperature. Ventilation hoods and devices shall prevent grease or condensation from dripping into food or on to food preparation surfaces. Filters, where used, shall be readily removable for cleaning or replacement. Ventilation systems shall comply with applicable and local fire prevention requirements and shall, when vented to the outside air, discharge in such a manner as not to create a nuisance.
	19. All areas of the center shall be kept neat, clean, and free of litter and rubbish, including old or worn posters, etc.
	20. Foods that are usually considered safe to store, such as fruits, vegetables, cakes, breads, cookies, ice cream, and fruit pies, may be retained for use while quality remains acceptable.
	21. Ice scoops must be stored in one of the following manners: <ul style="list-style-type: none"> <li>a. Immersed in a container of sanitizing solution that is prepared fresh daily and placed on a clean sanitized surface.</li> <li>b. Along with other utensils, after being cleaned, sanitized, and air dried.</li> </ul>
	22. Food must be covered loosely with plastic wrap or foil and vented to allow steam to escape.
	23. Food must be properly handled to cool to 40 degrees or below as rapidly as possible. Food shall be no more than two inches deep when placed in a container to cool.
	24. In addition to being covered, leftover foods must also be labeled and dated.

X	Food Safety and Sanitation Procedures (Continued)
	25. Frozen foods must be maintained at or below 0 degrees F.
	26. Thermometers must be kept in each refrigerator and freezer compartment and temperatures must be checked and recorded daily on a temperature log.
	27. Dishes and washed utensils washed in water temperature of less than 150 degrees and rinsed at less than 180 degrees F shall be chemically sanitized. When dishes are chemically sanitized, the wash temperature cannot be less than 120 degrees F and the rinse temperature cannot be less than 75 degrees F.
	28. All washed dishes and utensils shall be air dried
	29. Soap and disposable towels shall be available at the hand washing sink in the food service area.
	30. Hand-washing signs shall be posted in the restrooms
	31. Appropriate food containers and utensils for persons with handicaps shall be available for use upon request.

iv. **Disposition of leftover foods.** No scraps or leftovers shall be given or sold to another participant, organization, employee, or volunteer to be taken from the center.

a. **On-Site Preparation centers.** Leftover foods may be served again one time, provided that the following guidelines are followed:

X	On-Site Preparation Centers
	1. Hot foods, properly cooled and refrigerated may be reheated one time (165 F).
	2. Cold foods and perishables may be stored under proper refrigeration for up to 7 days (includes the day it was made) and served again one time.
	3. Individual portions of food, once served to the participants, shall not be served again.
	4. Wrapped food which has not been unwrapped and which is wholesome may be served again.

- b. **Rules for catered centers.** Only foods which do not require reheating may be saved and reserved. The following guidelines must also be followed:

X	Catered Centers
	1. Cold foods and perishable not requiring reheating may be stored under proper refrigeration for up to 72 hours and re-served one time.
	2. Individual portions of food, once served to the participants, shall not be served again; however,
	3. Wrapped food, which does not require reheating, which has not been unwrapped, and which is wholesome may be re-served.

- v. **Food Monitoring and Recording Requirements.** Temperature checks on food items are to be performed and recorded on the Daily Kitchen Form in accordance with the following instructions:

X	Test Equipment Use and Care
	1. Temperatures must be taken with a clean and sanitized pocket food test thermometer.
	2. A digital thermometer must be used.
	3. The thermometer must be cleaned, rinsed, and sanitized after each set of temperatures taken.
	4. A container of bleach and water may be used for storage of the thermometer during the work day.
	5. Thermometers must be calibrated at least weekly and when dropped.

- a. **Catered Food Handling.**

1. After preparation, food temperatures are tested and recorded in the preparation kitchen immediately prior to bulk packaging. Bulk food is then packed in thermal containers and sent to the catered center.
2. Upon arrival at the catered center's kitchen, bulk food temperatures must be again tested and recorded.

3. The food is then placed in a steam table or oven or in a refrigerator or on ice until serving time when temperatures are taken again.
  4. If temperatures are not within guidelines, steps are taken either to reheat or cool the food as needed.
- b. **All Centers.** Food temperatures are to be taken and recorded each day just prior to serving time. In addition, temperatures are to be taken and recorded near the end of serving time to help ensure maintenance of proper food temperatures.
- vi. **Requirement for Refrigerating Sample Menu Items and Reporting Suspected Food Borne Illness.**
- a. At least a two-ounce sample of each potentially hazardous prepared menu item shall be placed in an individual, single serve container, be covered, dated, and refrigerated for three days. After three days have passed, the sample shall be discarded unless there is an indication that a food borne illness has occurred.
  - b. If there is any suspicion of a food borne illness: the Health Department and the SeniorAge office shall be notified immediately. Food samples shall be provided to the Health Department for analysis. Center personnel shall not make any public comments until SeniorAge has provided instruction regarding any communications to be made.
  - c. If, in the event of a suspected food borne illness, the Health Department has not picked up food samples within 72 hours, samples must be frozen until they are picked up by the Health Department officials.
- vii. **Special Requirements for Packaging and Delivery of Home Delivered Meal.**
- a. **Packaging Requirements.** In addition to all other food safety practices, the following guide is to be used in packaging and delivering home-delivered meals.

X	Packaging Requirements
	1. Cold and hot foods must be packed in separate containers.
	2. Temperatures of hot and cold foods must be checked prior to packaging.
	3. Hot foods must be above 165 degrees F. during packaging.
	4. The temperatures of cold foods must be between 35 degrees F. and 38 degrees F. during packaging. Frozen foods must be under 32 degrees F.

- b. **Containers.** To protect the food, suitable containers must be used for transporting home delivered meals. Such containers must be:

X	Containers
	1. Insulated with tight-fitting lids, doors, or zippers.
	2. Appropriately sized for the quantity of cold or hot food to be packed.
	3. Easily cleanable with smooth surfaces. Styrofoam containers shall NOT be used.

- c. **Additional procedures to be used in meal delivery:**

X	Home Delivered Meals Delivery
	1. Additional sources of heating and cooling must be included with packed food, i.e. 250 degree hot plates, boiling water packs, frozen packs, etc..
	2. If delivering hot meals, the delivery route shall be no longer than 3.5 hours from start of route to delivery of the last meal.
	3. Food temperatures must be tested on each route at the last delivery at least once per quarter and recorded on the appropriate form and submitted to Aging Best

## 5. General Safety Rules.

- i. Service Providers shall enforce safe practices by employees in carrying out their assigned tasks. Such practices shall include, but are not limited to the Facility & Personal Safety Safety Rules:

X	Facility and Personal Safety Rules
	1. The floor should not be slippery. In wet or greasy areas such as near stoves, dishwashers, and ice machines, the floor should be non-skid or be covered with washable mats.
	2. Spilled food and broken dishes must be cleaned up immediately. Brooms and dust pans or a vacuum must be used for cleaning up broken glass and crockery.
	3. All electrical equipment must be grounded.
	4. Exhaust hoods and ducts must be cleaned regularly
	5. Carts, boxes, and trash cans, etc. must never block exits, passageways, fire extinguishers, or electrical breaker panels.
	6. All fans less than seven feet from the floor must be guarded with openings no larger than one-half inch.
	7. Microwave ovens must be cleaned often
	8. Hot water relief valves must be inspected regularly.
	9. Machines used for slicing, cutting, grinding, etc., must have guards placed on all toggle switches to prevent accidental starting.
	10. All safety shields, equipment, and attachments must be kept in place and properly used.
	11. Walk-in freezers must have an inside light and a way of opening the door from the inside.
	12. All knives and cutting tools must be kept sharpened.
	13. Knives and cutting tools must be stored with blades protected and placed so that they do not protrude into walkways.

X	Facility and Personal Safety Rules (continued)
	14. Precautions must be taken when handling hot items.
	15. Glasses may not be picked up in one hand by placing fingers into the glasses and bringing them together.
	16. Employees may not engage in horseplay or run while working.
	17. Meat slicers, grinders, saws, and other such dangerous machinery must never be used while taking such medications which may cause drowsiness or dizziness.
	18. No jewelry is allowed to be worn other than a wedding band.
	19. Loose clothing that will easily catch fire or become caught in moving equipment may not be worn.
	20. Good quality shoes that resist slipping and protect the toes must be worn in any food service operation.
	21. Correct lifting procedures shall be practiced at all times..
	22. A ladle or scraper may not be used in a mixer bowl while the machine is operating.
	23. A properly maintained First Aid Kit must be on the premises at all times.
	24. Maintain all floor mats in good repair.
	25. Keep all floor holes, such as drains, covered.
	26. Post wet floors with signs to alert others to slippery walking conditions.
	27. Use a sturdy step stool for reaching high shelves.
	28. Cross stack boxes and other stored containers to prevent toppling.
	29. Keep all permanent aisles easily recognizable. Maintain for clear passage and sufficient clearance.
	30. Keep all aisle-ways and steps well lit to prevent falls.
	31. Assure all stairs and steps have a secure hand-railing.



- ii. **Occupational Health.** The following rules are to be adhered to in all senior centers:

X	Rules for Occupational Health
	1. If ammonia solution is used as a cleaning agent, employees must avoid skin contact by wearing rubber gloves. If skin or eye contact occurs, the affected area must be washed promptly. The hood fan must be in operation when cleaning with an ammonia solution is occurring.
	2. Rubber gloves and goggles and/or face shield must be worn by employees using drain cleaners.
	3. Soaps detergents may cause contact dermatitis (skin rashes) or throat irritation from inhalation of soap dust. Disposable respirators (face masks) may be needed by employees who are sensitive to the dust.
	4. High heat levels can cause heat related illnesses and employees should be made aware of the symptoms of heat disorders.

iii. **Fire Safety.** The following rules are to be adhered to in all facilities:

X	Rules for Fire Safety
	1. Do not allow trash to accumulate. A routine for safe disposal of trash must be followed.
	2. Use air filters in kitchen hoods and clean on a regular schedule.
	3. Run ventilation exhaust fans during and after cooking to allow equipment to cool down properly.
	4. Regularly check electrical wiring for safety and adequacy.
	5. Protect kitchen hoods and exhaust systems with a fire suppression system.
	6. Train staff to know the location of all fire extinguishers and how to use them.
	7. Keep flammable items out of furnace rooms.
	8. Maintain fire extinguishers and suppression systems under a service contract with a recognized company.
	9. Keep extinguishers fully charged in their designated places, always in full view, and in easy reach.
	10. Test center smoke alarms quarterly and check fire extinguishers monthly.
	11. Maintain all compressors, exhaust fans, and air conditioning motors free of dust, lint, and oil.
	12. Adjust cooking flames to the size of the pot or pan used.
	13. Post the facility emergency evacuation plan. All personnel must know how to evacuate safely and how to report a fire to the fire department.
	14. Conduct emergency and fire drills quarterly.

## 6. **Purchasing and Procurement for All Aging Best Direct Service Sites.**

- i. All SeniorAge direct service sites, must purchase program food and supplies through the Aging Best purchasing system.
  - a. **Major suppliers.** The bulk of necessary food items and supplies are ordered primarily through major suppliers who have been identified by Aging Best through the RFP process.
  - b. **Alternate suppliers.** Occasional, supplemental food items and supplies may be ordered from alternate suppliers.
  - c. **Pre-approval process for alternate suppliers.** Supplemental purchases from local vendors (i.e., loss leader items, etc) may be made following pre-approval of the vendor by Aging Best
- ii. **Accepting Donated Food Items.**
  - a. Only commercially canned or packaged items, items delivered directly by food vendors may be accepted as donations for use in a nutrition program without prior approval by the Nutrition Services Manager.
  - b. **Handling fresh fruits or vegetables.** Service Providers shall ensure that all fresh fruits and vegetables are:
    - 1. Properly stored, cleaned, and washed.
    - 2. Properly prepared and used within a reasonable length of time.
  - c. **Home Canned or Homemade Items.** Under **NO** circumstances are facilities allowed to “can” or let any other person or group “can” fruits and vegetables for use in the program. Home-canned and homemade products shall not be used in the nutrition program.

**d. Receipt of Donated Good or Grant-Paid Good Procedures**

1. When goods of any kind are donated to Aging Best or any of its programs, an Aging Best employee will inventory and properly store the donated items. A copy will be made for Aging Best records, and the Center Administrator or other appropriate representative will acknowledge the donation properly to the donating organization.

**7. Program Accounting and Reporting Policies.**

- i. Each Service Provider must ensure that all Aging Best and facility property and equipment are properly accounted for and safeguarded.
- ii. Each center must maintain inventories as follows:
  - a. **Perpetual Inventories.** A perpetual inventory showing the balance of products on hand is required to be kept for each food item. Substantiating documents for the perpetual inventory are:
    1. A Daily Production Record shall be prepared each day showing what items have been taken for use in the day's meal preparation. This shall substantiate the usage of food items on the perpetual inventory.
    2. All receipts on the perpetual inventory shall be substantiated by the appropriate invoices which are received and signed by authorized center personnel when the products are delivered.

- b. **Physical Inventories.** On the last working day of each month, a physical count shall be done that determines quantity of food, frozen meal and supplies on hand at the center.

- 1. All physical inventories must be recorded on a Physical Inventory Consumable Food or Supplies Form (as appropriate), identified as to center, extended as to value of in inventory, dated, and signed by the persons who took the inventory.

8. **Storeroom/Products Security.**

- i. Service Providers shall ensure adequate procedures to secure food stocks and supplies:
- a. **Food Storage Security.** Storeroom, refrigerators, and freezers will be kept locked at all times when not in use. The keys must stay on site at the center. Unauthorized removal of items from storage, taken for inappropriate or personal use, will be grounds for employee and volunteer termination.

**H. General Center Operational Policies**

1. **Center Operating Schedules.**

- i. Centers shall be open for normal business at least five (5) days per week with sufficient hours to meet community needs, except during regularly scheduled holidays and under circumstances as described below. In the event a center is not open five days per week, a waiver will need to be submitted for approval.
- ii. **Special Operating Schedules.** Under certain circumstances, centers may be authorized for a schedule differing from the one stated above. A written request for a special operating schedule must be submitted to Aging Best stating the reasons and benefits for such a change. Special Operating Schedules may be authorized or required as follows:
  - a. **Special operations during an emergency or crisis.** During periods of special emergencies or crises such as tornadoes, extreme weather, or floods, Aging Best may request that Service Providers extend operating hours to provide needed community services. Such services may include but are not limited to shelter, food, a base of operations for Red Cross or Civil Defense or outreach.
  - b. **Facility closing for inclement weather conditions or building repair.** Nutrition centers determine when to close and remain open during inclement weather.

## 2. **Required Nutrition Project Reporting**

- i. Nutrition centers shall provide Aging Best accurate and comprehensive reports in compliance with Aging Best deadlines and AOA and USDA requirements. Required reports shall include, but are not limited to:
  - a. The Daily Meal Service and Center Reports
  - b. AgingIS Units of Service Report
  - c. Annual Fire Inspections
  - d. Regular Health Inspections
- ii. Each center must submit the following documentation to Aging Best:
  - a. Congregate Home Delivered Meals Signature Sheets
  - b. Home Delivered Meal Route Sheets
  - c. Daily Meal and Contribution Reports
  - d. Inventory Records
    - 1. Perpetual Inventory
    - 2. Physical Inventory
  - e. Refrigeration/Freezer Logs
  - f. Quarterly Home Delivered Meal Temperature Checks

### 3. **Use of Kitchen Facilities by Other Groups.**

- i. Kitchens leased by Title III programs may be made available to senior citizens groups for use outside of Aging Best lease hours of operation. This privilege should be extended to groups with the recommendation of the local center board. The following conditions shall apply:
  - a. The kitchen and facility must be returned to the original state of order and cleanliness after use. Smoking is not allowed in the kitchen at any time;
  - b. Where automatic dishwashers are in place, it is suggested that the use of these dishwashers be allowed only if regular employees or highly trained volunteers are present the group using the kitchen;
  - c. During normal Aging Best lease hours, the kitchen and facility is limited to Title III use only
  - d. No food, food supplies, paper products, or other goods purchased for and used as a part of the Title III meals program may be used by any other group.