

**FY 2016-2017
SCOPE OF SERVICE**

ADULT DAY CARE

I. PURPOSE

- A. To provide Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA) Participants the opportunity to participate in activities, outside the home, which meet care needs and support optimal functioning consistent with licensing and program requirements.
- B. To provide services in such a way as to encourage Participants to maintain or improve their level of functioning and independence and to live with as much dignity as possible.

Adult Day Care services include:

- 1. Adult Day Care (ADC) – Full Day: This ADC type is used to reimburse centers with non- ACDHS/AAA contracted food vendors or when a meal is not provided at the ADC center; e.g., on an outing. One (1) unit equals more than four (4) hours per day of ADC.
- 2. Adult Day Care – Full Day with NSIP Meal (see Addendum A for NSIP Meal Service Standards): This ADC type is used to reimburse centers with ACDHS/AAA contracted food vendors. One (1) unit equals more than four (4) hours per day of ADC and includes a NSIP Meal.
- 3. Adult Day Care – Full Day with Bath (see Addendum B for Bath Service Standards): One (1) unit equals more than four (4) hours per day of ADC and includes a Bath but not a NSIP Meal.
- 4. Adult Day Care – Full Day with NSIP Meal and Bath (see Addendum A for NSIP Meal Service Standards and Addendum B for Bath Service Standards): One (1) unit equals more than four (4) hours per day of ADC and includes a Bath and a NSIP Meal.
- 5. Adult Day Care – Half Day: This ADC type is used to reimburse centers with non- ACDHS/AAA contracted food vendors or when a meal is not provided at the ADC center; e.g., in half-day ADC. One (1) unit equals four (4) hours or less per day of ADC.
- 6. Adult Day Care – Half Day with NSIP Meal (see Addendum A for NSIP Meal Service Standards): This ADC type is used to reimburse centers

with ACDHS/AAA contracted food vendors. One (1) unit equals four (4) hours or less per day of ADC and includes a NSIP Meal.

7. Adult Day Care – Half Day with Bath (see Addendum B for Bath Service Standards): One (1) unit equals four (4) hours or less per day of ADC and includes a Bath but not a NSIP Meal.
8. Adult Day Care – Half Day with NSIP Meal and Bath (see Addendum A for NSIP Meal Service Standards and Addendum B for Bath Service Standards): One (1) unit equals four (4) hours or less per day of ADC and includes a Bath and a NSIP Meal.

II. DEFINITIONS

- A. Elderly Nutrition Program (ENP): Program providing meals and related nutrition services to aging individuals in congregate settings or by home delivery.
- B. Master Provider Enterprise Repository (MPER): a repository of key CONTRACTOR demographic data for all contracted providers who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities and rate information to facilitate documentation of services rendered information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.
- C. Nutrition Services Incentive Program (NSIP) Meal: The name for the United States cash for meal program, formerly known as the Nutrition Program for the Elderly in the Older Americans Act (OAA). The term Elderly Nutrition Program (ENP) is now being used in the Aging Program Directive (APD) for Nutrition. NSIP funding is part of the ENP meal funding.
- D. Social Assistance Management System (SAMS): Software used to track all services provided to Participants with ACDHS/AAA funding.

Also, see Aging Program Directive (APD) referenced below.

III. AGING PROGRAM DIRECTIVE (APD)/FEDERAL/STATE REGULATORY REFERENCES

Organizations providing services outlined in this Scope of Service shall comply with all federal and state directives listed below:

- A. [Aging Policy and Procedure Manual](#)
 - Directive – Issuance of Aging Policy and Procedure Manual Chapter VIII: OPTIONS

- Chapter VIII. OPTIONS, and
 - Appendix E, OPTIONS Program Service Standards.
- B. [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)
- C. [Critical Incident Management Policy for Office of Long-Term Living Home and Community-Based Services Programs](#)
- D. [Pennsylvania Code, Title 6, Chapter 11: Older Adult Daily Living Centers](#)
- E. [Pennsylvania Department of Aging Program Directives](#)
- 15-03-01 Policies and Standards for the Department of Aging Food Safety and Menu Compliance Monitoring
- 15-03-02 Policies and Standards for the Department of Aging Nutrition Services

This Scope of Service is subject to change based on changes to the above directives.

IV. PERFORMANCE EVALUATION

Each AGREEMENT year the COUNTY will inform clear expectations of acceptable performance standards to the CONTRACTOR and hold the CONTRACTOR accountable to them. These standards relate to compliance with applicable policies, regulatory guidelines, AGREEMENT scopes, and Performance Based Contracting (PBC), where applicable, to support ongoing service quality and to best meet or exceed the participants' needs and to optimize service impact on its participants. The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the scopes and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. The monitoring tool applicable to this Scope of Service is:

Allegheny County Department of Human Services
 Area Agency on Aging
 Adult Day Care Monitoring Tool and PDA ENP Meal Monitoring Tool

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

In addition to the requirements in the above referenced regulations, the following standards apply:

A. CONTRACTOR will meet or exceed application and licensing requirements, and will:

1. Have prior experience providing service to the elderly and/or the chronically ill.
2. Post current Pennsylvania Department of Aging ADC license in a visible location.
3. Provide to ACDHS/AAA once per year a legible copy of their annual Allegheny County Health Department (ACHD) environmental inspection report for sites within Allegheny County and post a copy of the report at the ADC site.
4. Have a written admission policy which is:
 - a. Distributed as required to other ACDHS/AAA CONTRACTOR agencies;
 - b. Posted and discussed with all applicants/Participants.
5. Have rates for OPTIONS services that are no higher than CONTRACTOR'S private pay fee schedule.

B. Participant Confidentiality

1. Security of Participant files will be maintained.
2. Every precaution will be pursued to maintain confidentiality of Participant information, particularly when sharing with other agencies.
 - a. Only those portions of the care plan, which pertain to a specific service or CONTRACTOR, will be communicated to the appropriate parties involved in providing service to the Participant.
 - b. Participant permission must be obtained in writing, in order to share this information.

C. ACDHS/AAA Care Management will be responsible for:

1. Scheduling, coordinating and obtaining approval for transportation to and from the ADC site. ADC program staff is prohibited from transporting Participants in personal vehicles;
2. Establishing formal working arrangements with ADC to monitor Participant progress and to assure delivery of all needed services;

3. Managing Participant service terminations.

D. CONTRACTORS will be responsible for:

1. Establishing procedures for assuring safe and appropriate release from the ADC program site at the end of the program day.
 - a. ADC CONTRACTOR will develop procedures to outline how each Participant will be returned to the care of a responsible person at the end of each program day.
 - b. If a Participant cannot be released to a caregiver or to the Participant's emergency contact, she/he will be returned to the ADC program site.
 - c. There will be a designated ADC staff person to accept the Participant.
2. Informing the Care Manager when there are changes in Participant's physical or mental condition, the Participant's support network or the Participant's need for service.
3. Contacting the Participant's Care Manager if service termination is requested either by the Participant or by the CONTRACTOR.

E. Hours of Operation

Agencies which contract with COUNTY to provide ADC services to ACDHS/AAA Participants shall be open a minimum of five (5) days per week. In addition, they will have publicly stated hours of at least nine (9) hours per day. Hours should be flexible enough to accommodate Participants and their families.

F. Units of Service

The unit for each ADC service is listed in the Scope of Service under Section I. Purpose, Subsections B, 1-8.

G. Service Requirements

1. The ADC individual care plan will be prepared by the ADC program in consultation with ACDHS/AAA Care Manager.
2. No service will be provided without the prior authorization of ACDHS/AAA. Payment will begin no sooner than the date of the Care Management service plan for services as specified and approved by ACDHS/AAA.

3. The ACDHS/AAA Participant's record must contain, in addition to documentation required in the ADC licensing regulation, hard copies of:
 - a. SAMS Registration Form;
 - b. A SAMS service order with the current prescription;
 - c. Documentation of communication with the Care Manager and caregiver when there are changes in the Participant's condition or attendance.
4. CONTRACTOR shall document daily attendance for ADC Participants. At a minimum, documentation of each visit made by a Participant must contain the Participant's arrival and departure times and, when stipulated in the service order, whether the Participant received a bath. The log containing this information must be initialed by the ADC staff person completing the documentation.

H. Coordination with Care Management Providers

To ensure responsive delivery of services, the CONTRACTOR and Care Manager have specific roles and must be in close communication. The Care Manager develops the care plan specifying the level of service and the total number of attendance days. All changes (increases, decreases, holds, service restarts and terminations) will be authorized by the Care Manager. CONTRACTORS will notify Care Managers in writing when there is a pattern of deviation from attendance as ordered.

1. CONTRACTOR will notify the Care Manager if a Participant is hospitalized.
2. If ACDHS/AAA Participant is beginning to reach established goals or the Participant's medical status deteriorates to a level where they can no longer benefit from ADC services, the Care Manager will discuss the possibility of case closure. Once the decision for termination of service is made, the Participant is given 30 days notice of termination.

I. Undelivered Service

1. CONTRACTOR will notify the Care Manager in a timely manner if services are not provided on the days prescribed.
2. All notification to the Participant's Care Manager regarding undelivered service will be documented. Missed attendance must be reported to the Care Manager by entering an Activity in SAMS by the fifth (5th) working day of the month for the prior month's missed services.

J. Emergencies

CONTRACTOR will have a written contingency plan outlining emergency operation procedures.

The ACDHS/AAA Emergency Plan can be found on the Allegheny Aging Portal:

<https://allegheny.agingsupportportal.com/Login.aspx>

Under Information Library > Department Manuals > All Users: Emergency Documents

The plan will include the following provisions:

1. ACDHS/AAA Care Coordination Division Chief or designee will be notified by 9:00 am on those days when service will be cancelled or reduced because of severe weather.
2. A CONTRACTOR who decides to close must notify and receive a person-to-person response to their call or e-mail from the ACDHS/AAA Care Coordination Division Chief or designee.
3. The CONTRACTOR must also contact ACCESS Transportation Systems to cancel any prescheduled Participant transportation for the day, if transportation has not already been suspended system-wide.

K. Personnel

1. Policies

CONTRACTOR will adhere to the following staff requirements:

- a. At the start of the AGREEMENT have sufficient administrative, professional and direct service staff employed to assure the efficient and effective provision of service under the contract.

Note: The ADC will maintain enough personnel to ensure a staff to Participant ratio of at least one full-time staff person, or equivalent, to five Participants (1:5).

- b. A Registered Nurse or Licensed Practical Nurse, who is under the direction of a licensed professional nurse, is present at the Adult Day Center sufficiently to meet mandated nursing services as well as the direct care needs of the Participants.

- c. Notify ACDHS/AAA, in writing, of changes at the administrative level in advance, if known, or immediately upon such change. When the change is in administrative or supervisory personnel, a curriculum vita for the new employee will be included with the written notification.
 - d. Maintain sound personnel policies structured to minimize turnover that would adversely affect the delivery of service. Turnover can be minimized by providing competitive wages commensurate with the required job skills as well as incentives in the form of bonuses and/or fringe benefits for workers who have given continuous and satisfactory performance.
 - e. Assure availability of staff to accept phone communication during normal business hours.
 - f. Volunteer staff cannot be considered direct care workers.
2. Criminal History Record Check
- a. CONTRACTOR will require applicants to submit to a Pennsylvania State Police background check using the PA Access to Criminal History at <https://epatch.state.pa.us>. Substitute clearances are not acceptable. The report must be dated within one (1) year prior to their employment start date.
 - b. If an applicant supplies their own Pennsylvania State Police background check, CONTRACTOR must then access and print the applicant's report from <https://epatch.state.pa.us>. The report must be dated within one (1) year prior to their employment start date.
 - c. In addition, applicants who have not been PA residents for the past three (3) consecutive years, without interruption and immediately preceding the date of application for employment, must obtain a Federal Bureau of Investigation (FBI) background check processed by Cogent Systems. Applicants can register online at www.pa.cogentid.com
 - d. Applicants must select the PA Department of Aging icon. Results from the FBI will be sent to the PA Department of Aging and the Department will send an employment determination to the facility and the applicant.
 - e. Any report of criminal history must be reviewed and discussed with the applicant or staff person and additionally, the review must be acknowledged in writing by the agency's management. This

acknowledgement must include a statement as to how the report relates to the suitability of the applicant or staff person for his specific work assignment and that the act is not sufficient to preclude the applicant or staff person from employment.

3. Physical Examination, Health Screen and PPD Test

- a. Staff persons who come into direct contact with Participants will comply with federal, state and local health requirements related to physical examinations and communicable disease screenings.
- b. Staff persons must have a physical examination within 12 months prior to employment and every 2 years thereafter signed and dated by a physician or a nurse practitioner. The physical examination must be completed prior to the first day of employment.
- c. A Mantoux Intracutaneous PPD test must be administered to any staff person, with direct Participant contact, within two (2) years prior to employment. The documentation of the test must include the date administered, the date read and the results.
- d. Following initial testing, workers must update the required TB screen at least every two (2) years including documentation that the individual is free from active M. tuberculosis.
- e. The pre-employment PPD test must be a two-step tuberculin skin test, with a second test one (1) to three (3) weeks after the first test, if the new staff person has had:
 - i. No previous PPD test
 - ii. An interval of more than twelve (12) months since his/her previous negative PPD test or
 - iii. A previous undocumented positive PPD test.
- f. If the results of a documented PPD test are positive at any time, it shall be followed by an examination by a physician and chest x-ray (if indicated) and any appropriate treatment prescribed. An infected staff person shall receive follow-up care as required by a physician and shall not begin or resume service to Participants until discharged by the physician as no longer contagious.
- g. Any staff person, with a previously documented positive PPD test, must be screened for signs or symptoms of the disease by a physician or a nurse practitioner. The health care professional

must clear the staff person for employment and identify a follow-up plan. At a minimum, this staff person must have a biennial TB screening and work clearance by the health care professional.

4. Communicable diseases
 - a. When caring for Participants with communicable diseases, CONTRACTOR will follow procedures recommended in the Centers for Disease Control (CDC) guidelines and OSHA regulations. (The CDC toll free number is 1-800-232-4636.)
 - b. CONTRACTORS are also expected to provide appropriate protective articles such as, but not limited to, aprons, gloves and masks.
 - c. Based on CDC guidelines, CONTRACTOR will develop a written policy regarding communicable diseases.
 - d. CONTRACTOR will notify the ACDHS/AAA Program Administrator upon determining or learning from another source that a Participant has a communicable disease.

5. Training
 - a. At least one person per agency must have a current Food Protection Certificate from the Allegheny County Health Department (ACHD) or from another nationally recognized organization accepted by the ACHD. In order to maintain current certification, a staff person must be recertified every five (5) years per ACHD regulations. Annual on-site monitoring is required as of January 1, 2015, and will be monitored by Allegheny County/AAA.
 - b. ADC programs shall provide nutrition education. Education that targets ADC individuals may use materials written for the individual or caregiver. At a minimum, nutrition education shall be provided biannually. In the ADC setting, the DETERMINE checklist must be completed annually on site with a caregiver or sent home with the individual with return instructions. Nutrition education programming utilizing the results of this screening may be completed at the ADC site with the caregiver or sent home with the individual.
 - c. All training sessions should be documented, including the content, name of trainer, date, length of training and names of staff who attend.

- d. If training is provided by an outside agency, documentation of the training, including a copy of the certificate issued, must be placed in each employee's personnel file.
- e. Annual Sanitation training is required if serving NSIP meals.

L. Incident/Complaint Procedures

1. An incident / complaint is an occurrence of injury and/or damage to persons or property or other significant untoward occurrence identified and reported by the Participant, Participant's family, worker or CONTRACTOR.
2. All incidents/complaints will be documented and reported to the ACDHS/AAA and the appropriate Care Management agency within two (2) business days of the occurrence or discovery by the ACDHS/AAA of the incident/complaint.
3. Participant verbal and written complaints received by the Care Management agency are immediately documented and reported to ACDHS/AAA and the CONTRACTOR. Complaints received by the CONTRACTOR directly will be documented and forwarded immediately upon receipt to ACDHS/AAA and the appropriate Care Management agency.
4. CONTRACTOR will investigate each incident or complaint, visit the Participant to discuss the incident or complaint when appropriate, and encourage the Participant to file a police report if necessary. CONTRACTOR will submit a written disposition of the investigation and corrective action to ACDHS/AAA and the Care Management agency within five (5) business days of the occurrence or discovery of the incident by the ACDHS/AAA.
5. CONTRACTOR will document the resolution of the incident / complaint at the time the incident / complaint is resolved but no later than thirty (30) days after initial notification of the incident / complaint to ACDHS/AAA. This documentation will be retained in the Participant's file and a copy will be sent to the ACDHS/AAA and the Care Management agency.
6. CONTRACTOR and ACDHS/AAA will monitor Participant incidents/complaints for trends. If patterns or trends are identified, the ACDHS/AAA and CONTRACTOR will take appropriate timely action to make system corrections.

M. Meetings

CONTRACTOR will participate with ACDHS/AAA staff in conducting periodic Participant case conference meetings and/or telephone conferences, which may address:

1. Significant changes in the Participant's situation or in the appropriate day care plan for the Participant such as hospitalizations or discharges, Participant and Participant family emergencies, other situations that may precipitate a change in the care plan or other problems in the day care arrangement for the Participant;
2. Conflicts in the delivery of service and/or Participant complaints;
3. Other events or situations that impact individual Participants.

N. Electronic Information Management

1. CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the CONTRACTOR MPER e-mail address in a timely manner does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
2. CONTRACTOR is responsible for accurately recording all Participant service and program data into the appropriate information management system (SAMS) by the seventh (7th) working day of the month for the prior month's transactions.
3. CONTRACTORS not utilizing NSIP meal will record meal service delivery into the appropriate information management system (SAMS) by the seventh (7th) working day of the month for the prior month's transactions.
4. CONTRACTOR is responsible for completing and submitting an end of month report, including a calendar of events for the coming month, to the ACDHS/AAA OPTIONS CM, In-Home & Misc. Services Supervisor or designee by the fifth (5th) working day of the month following the period covered by this report.
5. CONTRACTOR is responsible for coordinating appropriate information management system training (SAMS) and the transfer of knowledge and information to existing and new staff.

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (ACDHS/AAA)

ACDHS/AAA will support the CONTRACTOR in meeting service standards and requirements by providing the following:

- A. Timely communication and written correspondence regarding mandated applicable Pennsylvania Department of Aging and Allegheny County requirements, and any changes to these requirements that occur during the AGREEMENT period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this contract;
- C. Timely communication and written correspondence regarding the outcome of program monitoring and evaluation activities;
- D. Technical assistance as needed regarding program requirements;
- E. Technical assistance, direction and cooperation to assist CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (SAMS).

Addendum A

Adult Day Care NSIP Meal

I. PURPOSE

To provide a NSIP Meal at the Adult Day Care site.

II. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

A. Meals provided by an ACDHS/AAA contracted food vendor are classified as NSIP meals.

B. An NSIP meal:

1. Meets the nutritional requirements prescribed in the Older Americans Act, specifically 1/3 of the recommended daily intake (DRI) for persons 51 years of age and older, and complies with the dietary guidelines for Americans;
2. Is served to an eligible individual age 60 years of age and over at an approved site;
3. Is served by an agency which has received a grant under the provisions of the Older Americans Act.

C. The NSIP Meal cost must be included in the unit cost for these services:

1. Adult Day Care Full Day with NSIP Meal
2. Adult Day Care Full Day with NSIP Meal and Bath
3. Adult Day Care Half Day with NSIP Meal
4. Adult Day Care Half Day with NSIP Meal and Bath

D. CONTRACTORS will be responsible for reimbursing their food vendor for the cost of NSIP Meals.

E. CONTRACTORS will be held accountable to the standards in Appendix C. Congregate Meal Service.

Addendum B

Adult Day Care Bath

I. PURPOSE

To provide a bath and personal grooming at the Adult Day Care site. The shower area must support these activities with appropriate privacy and sensitivity to Participant dignity.

II. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

A. CONTRACTOR will provide bathing and grooming in addition to contracted ACDHS/AAA OPTIONS ADC.

B. Activities

1. Bathing
 - a. Shower
 - b. Tub bath
2. Oral care
3. Dressing/undressing
4. Personal grooming
5. Shampooing hair
6. Skin care, if necessary
7. Clean-up of shower area

C. CONTRACTOR will supply appropriate hypoallergenic toiletries, and will use institutional standards in maintaining bath area cleanliness and laundering of bath towels, face clothes, etc.

D. The bath service is part of a total plan of care developed after a comprehensive assessment by ACDHS/AAA staff with the Participant and family. Services will be delivered as specified and approved by the Care Manager in the amount,

duration and frequency prescribed. All the tasks prescribed, and only those tasks prescribed, will be performed under this contract.

- E. CONTRACTOR will perform the bath with a staff-to-Participant ratio of one staff to one Participant (1:1) unless the Participant's impairment necessitates the use of more than one staff member for reasons of safety.

Addendum C Congregate Meal Service

Food Safety Management Standards Nutrition Program

Each CONTRACTOR will have a Person in Charge (PIC) (paid or volunteer) during food preparation and service at each Adult Day Care site to receive, hold and serve meals. This individual will be trained by ACDHS/AAA staff to safely handle food through monitoring the temperature and quality of all meal components.

The PIC is responsible for:

- Assuring safe food handling practices
- Demonstrating knowledge of foodborne disease prevention
- Identifying menu components that may contain a food allergen
- Restricting anyone with a communicable disease from working / volunteering
- Documenting food safety training

Employee Health and Personal Hygiene Standards:

CONTRACTOR agency shall ensure that all staff and volunteers practice good personal hygiene as follows:

- practice general cleanliness (clean hair and clothing)
- use effective hair restraints when working with food
- practice effective hand washing techniques
- wear single use plastic gloves when touching food
- do not eat or drink in the food preparation area
- do not use tobacco in the food preparation and serving area
- do not work when ill (cold, flu, virus)

Health and Safety Certificates

1. The CONTRACTOR must have the following certificates per site:

- A current, satisfactory Food Safety Assessment to be conducted following the policies of the Allegheny County Health Department.
- A current Fire Inspection without violations.

2. The CONTRACTOR must have one valid Food Protection Certification per provider. This policy will remain in effect unless a center is cited for two high critical non-compliance criteria on the Monitoring Tool during a site visit including the annual on-site monitoring. In such cases, ACDHS/AAA will require certification at this center within sixty (60) days.

Safe Food Handling

CONTRACTOR agency shall ensure that the following procedures are provided to staff and volunteers for implementation:

- Thermometers are provided and tested for accuracy/calibrated three (3) times a week using the ice bath method. Results shall be documented on a log and kept on file for one (1) year at the site.
- Thermometers are correctly cleaned and sanitized before and after they are placed into food items. Alcohol wipes are provided and used for this purpose.
- The temperature of refrigerators and freezers is checked on a daily basis. Results shall be documented on a log and kept on file for one (1) year at the site.
- The PIC monitors temperature of both hot (at least 135°) and cold (41° or lower) food twice during holding period (if longer than one (1) hour) each day. Results shall be documented on a log and kept on file for one (1) year at the site.
- Hair restraints are put on before washing hands and used when working with meal components
- Hand washing sinks / areas are provided and used by staff and volunteers and are equipped with soap, warm water, single service towels and a trash receptacle
- Gloves are put on after washing hands and worn when manual contact is made with food products
- An approved sanitizing agent is provided and used per directions on the container/bottle. Agents include unscented bleach and quaternary ammonium tablets.
- Appropriate test strips are provided and used on a daily basis to test sanitizing solution used for cleaning and as the last step in the three (3) step manual washing procedure.
- Leftover meals are offered to an unduplicated participant (an individual that did not register for a meal) to be consumed in the congregate setting
- Leftover foods are offered as seconds to participants to be consumed in the center if the food meets the requirements for food safety (above 135° or below 41°)
- Leftover foods not served to participants may be served at the site during programs and activities if:
 - it was not a hazardous food
 - temperature requirements are maintained
- Only non-hazardous food may be removed from the center (crackers, fresh fruit, bread, pastry, cookies or unopened single serve items)
- Information regarding the safety of food after it is served or removed from the meal site is posted in an area visible to participants.

Meal Ordering Procedure

CONTRACTOR agency shall ensure that:

1. All participants requesting a meal pre-register (either electronically or written) the day prior to receiving the meal and only the accurate / correct number of meals are ordered.

2. Anticipated high or low meal counts for holidays, based on pre-registration, are communicated to the food providers at least one (1) week in advance. After the estimated count is given to the food provider, it can be raised or lowered by five (5) up to three (3) days prior to the event.
3. The ADC manager or other designated individual electronically places meal orders or changes with the FOOD PROVIDER before 1:00 p.m. prior to the serving day.
4. The center manager or other designated individual contacts the FOOD PROVIDER by 3 a.m. to cancel the meals ordered for that day.

Meal Delivery Standards

Meal delivery must be monitored by the PIC designated by the CONTRACTOR. The PIC should use the Checklist for Receiving Food (Attachment 1) as a reference.

1. At least one-half (1/2) hour before the food is scheduled to arrive, the PIC should do the following on a daily basis:
 - Preheat the holding device.
 - Test thermometer for accuracy (calibrate).
 - Review the menu and pan quantity list.
 - Assemble appropriate serving tools and prepare food scales to measure portions if necessary.
 - Determine the number of meals and modified diets ordered for the day.
2. The following procedures should be followed by the PIC during each delivery:
 - Compare all food items to the menu, determine correct quantity and quality, take temperature of each item (135° F Hot; - 41° F Cold) and record on the Daily Temperature Monitoring Sheet (Attachment 2). Store properly. Retain Temperature Sheet on site for 1 year.
 - If the meal delivery is correct, sign the Delivery Sheet with a complete name and time of delivery. Request copy of the delivery receipt and retain on site for 1 year.
 - If any part of the meal is incorrect (i.e. temperatures are above or below standards, quality is unacceptable or quantity is incorrect), the PIC should inform the driver, SERVICE PROVIDER staff and ACDHS/AAA. The FOOD PROVIDER will replace and / or substitute the item in question. Do not sign the Delivery Sheet until the issue is resolved. All shortages and food quality issues should be reported on the Monthly Food Comment Summary Form (Attachment 3). Return any unacceptable (i.e., burned, undercooked, unpleasant odor, sour milk, etc.), products to the FOOD PROVIDER the following day.
 - If a driver refuses to follow the procedure, contact ACDHS/AAA Community Based and Entry at (412) 350-4172 immediately.

Meal Delivery Schedule

1. Report notable schedule changes to ACDHS/AAA.
2. If meals are delivered one-half (1/2) hour beyond the regularly scheduled time, the center may refuse the meals, or accept only meals for the number of participants that have remained.

Ordering Disposable Supplies

1. Orders for supplies and disposables are to be included with the daily electronic meal counts. Supplies are to be delivered the following day with meals. If supplies are not delivered as ordered, make a notation on the delivery slip.
2. Supplies will not be delivered on days when holiday / special meals are served.
3. ADC staff should report any changes in the quality of supplies to ACDHS/AAA Nutrition Services by e-mail to marian.matik@alleghenycounty.us
4. The following supplies/disposable products are available for use in the Congregate Meal Program.

Please refer to this list when ordering supplies:

- White laminated styrofoam, 9" inch plate.
- White styrofoam bowls - 4-5 oz. – gelatin, fruit, pudding, coleslaw, etc.
- 8 oz. – (sent for salad only)
- - 10 - 12 oz. – stew and chili (will be delivered the day the item appears on the menu)
- Flat, 4 in. unglazed plate for cakes.
- Oliver trays and film (if applicable)
- Individually wrapped cutlery, including fork, knife and teaspoon.
- Napkins, quarter folded.
- Individually wrapped straws.
- Disposable plastic gloves – medium size.
- Four (4) pot holders will be given to each center at the beginning of the contract.

Product Freshness Dating

Milk products should be checked for a "use by date." The date on the milk carton is the last day the milk may be sold in the store.

Bread products should be checked for a "use by date" or color coded tag. Any product that is two (2) days beyond the date should not be accepted. A replacement will be made through the food SERVICE PROVIDER contingency plan.

Milk Selections

Whole, skim, reduced fat chocolate and buttermilk are available to participants by request; if a preference is not stated the participant will receive 2% milk. Modified diets will receive the milk appropriate to the diet they are receiving.

Altering Menus or Food

ADS staff and / or volunteers are not permitted to alter the menu by adjusting food portions or specific foods or by adding any condiments to the food. If a participant has specific medical dietary needs / restrictions the following modified diets are available: calorie restriction (1,000-1,100 or 1,500); low sodium; low fat / cholesterol; or a combination of the available medically required diets.

Refrigerator Usage

Refrigerator/s used in the ADC for the Congregate Meal supplies are to be used only for the storing of cold foods used in the Nutrition Program. Staff, volunteers or participants are not to use the refrigerators for storing personal groceries.

If items used for center activities (parties) not related to the meal program are stored in the refrigerator, steps must be taken to keep these items separate.

Sites sharing a refrigerator with another entity should designate / label the shelf used for the Nutrition Program. If items used for activities not related to the meal program are stored in the refrigerator, steps must be taken to keep these items separate.

A section of a shelf may be designated for staff lunches which must be removed by the end of the service day.

Foreign Objects

If a non-food object is found in any food, immediately inform a supervisor and contact ACDHS/AAA. If time permits the contingency plan will be implemented. If possible take a picture of the item and send it to the Community Based and Entry Division. The object should be saved and given to the driver when the next meal is delivered.

ATTACHMENT 1
ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED AND ENTRY DIVISION
CHECKLIST FOR RECEIVING FOOD

Provider Agency _____ ADC _____

Food Provider _____ Date _____

YES **NO**

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Is the food delivered the same as featured on the menu for the day? |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Are lids of the pans labeled for destination, content and amount? (both hot & cold items) |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. Are the number of meals ordered delivered? |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. Was the food delivered at the proper temperature? (135°F. or higher for hot food; 41° or lower for cold food) |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. Was the entrée the proper weight? |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Was the food delivered on time? |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. At the time of delivery, was the food properly packaged? |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Was the food acceptable? (not burnt, crushed, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. Were the delivery containers clean, in good condition, and suitable for delivery? |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. Were non-food items (napkins, Styrofoam cups, plates, etc.) delivered as ordered? |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. Was the quality of the non-food items satisfactory? |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. Was the driver neat, clean; was the food handled properly? |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. Did volunteers adjust the temperature on the steam table? |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. Was the overall delivery process satisfactory? |

Comments _____

Name _____

NOTE: This form should be completed two times a month. **Retain completed form for 1 year.**

ACDHS/AAA 7/16

