

**FY 2020-2021
SCOPE OF SERVICE**

**NUTRITION – IN HOME MEAL SERVICE -
PREPARATION AND DELIVERY**

I. PURPOSE

The Nutrition Home Delivered Meals Scope describes the service to prepare and / or receive, package and deliver safe and nutritious meals and provide nutrition education to eligible individuals in the designated service area.

II. DEFINITIONS

AAA: The Area Agency on Aging

ACDHS/AAA: Allegheny County Department of Human Services, Area Agency on Aging

Consumer: Any adult, age 60 or older, or their advocate, who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR and is eligible to receive meals.

Contractor: An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.

Contractor Validation Process: An ACDHS/AAA monitoring activity undertaken by the CONTRACTOR and reviewed for compliance by ACDHS/AAA to determine the extent to which the program is in compliance with applicable aging program policies.

DHS: The Allegheny County Department of Human Services

Elderly Nutrition Program (ENP): Program providing meals and related nutrition services to aging individuals in congregate settings or by home delivery.

IMT – Integrated Monitoring Tool Application

Integrated Monitoring Tool (IMT) Application: Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy and procedure, staffing and personnel, environment, service delivery and outcomes.

Master Provider Enterprise Repository (MPER): A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims 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.

Person in Charge (PIC): A person designated to be on site and in charge during all hours of food service operation.

WellSky Aging & Disability (formerly SAMS): The Pennsylvania Department of Aging's mandated information system used by ACDHS/AAA and CONTRACTORS to document and track specific services provided to consumers with ACDHS/AAA funding and demographics.

WellSky Aging & Disability Validation Process: A monitoring process undertaken by the CONTRACTOR and reviewed by ACDHS/AAA to ensure accurate and thorough data entry.

III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

CONTRACTORS providing services outlined in this Scope of Service shall comply with all federal and state directives listed below: The source documents for the Home Delivered Meals Program Scope of Services are:

- [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 Revised October 24, 2016

- [2016 Reauthorization of the Older Americans Act](#)
- [Pennsylvania Code Title 7, Chapter 46: Food Code](#)
- [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)

Organizations providing services outlined in this Scope of Service shall also comply with [Allegheny County Health Department, Article III Food Safety](#).

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

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service 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. Monitoring tools applicable to this Scope of Service are:

- Pennsylvania Department of Aging ENP Meal Monitoring Tool
- Allegheny County Department of Human Services Area Agency on Aging On-Site Center and Nutrition ENP Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, all service providers have been instructed to request access to the online application through DHS. For each monitoring visit, all associated documentation will be accessible to the provider through IMT.

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

A. Eligibility and Referral Standards

All consumers will be assessed for eligibility and referred to Home Delivered Meals (HDM) CONTRACTOR by ACDHS/AAA contracted Care Management agencies in accordance with Attachment A.

CONTRACTOR will provide HDM to eligible consumers as determined by ACDHS/AAA care management contractors.

B. Employee Health and Personal Hygiene Standards

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

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

C. Health and Safety Standards / Regulations

1. CONTRACTOR must ensure that the site has a current, satisfactory Food Safety Inspection to be conducted no less than once during the contract year and / or following the policies of the Allegheny County Health Department (ACHD). The inspection report and permit shall be retained on site and a copy of both submitted to the CONTRACTOR or ACDHS/AAA in the annual Validation / Commissary Monitoring Process. If violations are noted on the Inspection Form they must be corrected in the time frame given by the inspecting agency.
2. Center Based CONTRACTOR must have at least one person with a valid Food Protection Certification from the ACHD or from another nationally recognized organization accepted by ACHD. A copy of the certificate must be posted on site and submitted in the annual Validation / Commissary Monitoring Process.
3. Non-Center Based CONTRACTOR must have at least one person per shift with a valid Food Protection Certification from the ACHD or from another nationally recognized organization accepted by ACHD. A copy of the certificate must be posted on site and submitted in the annual Validation / Commissary Monitoring Process.

D. Food Safety Management Standards

1. Each CONTRACTOR will have a Person in Charge (PIC) (paid or volunteer) during food preparation and service at each HDM / Senior Community Center to manage the Congregate and / or Home Delivered Meals Programs. This individual can be the CONTRACTOR's Food Protection Certified (FPC) individual or an individual trained by the FPC.

The PIC is responsible for but not limited to:

- 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

2. Safe Food Handling

CONTRACTOR shall schedule an annual food safety training presented by CONTRACTOR using approved materials, ACDHS/AAA staff or other approved trainer. All staff involved in meal packaging and delivery shall be trained to safely handle food through monitoring temperatures and the quality of all meal components. Training should include but not be limited to the following:

- 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.
- Delivery containers are cleaned and sanitized daily.

Documentation of training (agenda, sign in sheet) must be provided to ACDHS/AAA within ten days and kept on file at the site for one year. CONTRACTOR agency shall ensure adherence to safe food handling through periodic monitoring of staff and volunteers.

E. Volunteer Training Standards

As applicable to the staff and / or volunteers job responsibilities, CONTRACTOR will provide training for all individuals (paid or volunteer) to include at a minimum:

- ACDHS/AAA eligibility requirements
- how to interact with older adults
- change of condition observation
- emergency procedures
- Health Insurance Portability and Accountability Act (HIPAA) requirements

CONTRACTOR shall use Attachment B HDM Volunteer Guide or other ACDHS/AAA approved program to provide training. Documentation of training (agenda, sign in sheet) must be provided to ACDHS/AAA within ten days and kept on file at the site for one year. This document represents the minimum ACDHS/AAA expectations for volunteer training.

F. Facility Standards

The CONTRACTOR will ensure that the site has appropriate equipment and workspace to facilitate meal packaging and adequate storage space for supplies and complies with local/state sanitation regulations.

G. Meal / Supplies Ordering / Delivery Standards

Applies only to Center Based HDM sites

1. Meal Ordering Procedure

- The CONTRACTOR HDM coordinator or designated individual will electronically place meal orders or changes with the Food CONTRACTOR before 1:00 p.m. prior to the serving day.
- If a consumer has specific medical dietary needs / restrictions, the following modified diet is available with a prescription from a doctor and AAA approval: calorie restriction (1,000-1,100 or 1,500).

- The CONTRACTOR designated individual must contact the Food CONTRACTOR by 3 a.m. of any day's order to cancel the ordered meals for that day.

2. Disposable Supplies Ordering Procedure

- a. Orders for supplies / disposables will be included with the daily meal count (refer to V.G.1) for delivery the following day.
- b. Supplies / disposables will not be delivered on days when holiday / special meals are scheduled.
- c. CONTRACTOR staff should report any changes in the quality of supplies / disposables to ACDHS/AAA Nutrition Services by e-mail to Jodi.Rothermund@allegHENYcounty.us.
- d. The following supplies / disposables are available:
 - Oliver trays and film
 - Styrofoam bowls 4-5 oz. and 8 oz.
 - Hinged lid containers for cake
 - Disposable gloves

3. Meal Delivery Procedure

Meal delivery must be monitored by the PIC or trained individual designated by the CONTRACTOR. Designated individual(s) should use the Checklist for Receiving Food (Attachment C) as a reference. At least one-half (1/2) hour before the food is scheduled to arrive, the person(s) designated to receive the food should do the following on a daily basis:

- Preheat the holding device.
- Test/calibrate thermometer for accuracy.
- Review the menu and pan quantity list.
- Assemble appropriate serving tools and prepare food scales to weigh portions if necessary.

- Determine the number of meals and modified diets ordered for the day.

The following procedures will be used during each delivery:

- a. Compare the food items delivered to the menu, determine quality and quantity, take temperature of each item (135° or greater - at or below 41°) and record on the Daily Temperature Monitoring Sheet (Attachment D). Maintain required temperature until meal is delivered. Retain Temperature Sheet on site for one (1) year.
- b. 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 one (1) year.
- c. 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 immediately inform the driver, CONTRACTOR staff and ACDHS/AAA. The Food CONTRACTOR will replace and / or substitute the item. CONTRACTOR staff should not sign the Delivery Sheet until the issue is resolved. All shortages and food quality issues should be reported on the Monthly Food Comment Sheet (Attachment F). Return any unacceptable products to the FOOD CONTRACTOR the following day. If a driver refuses to follow the procedure, contact ACDHS/AAA Community Based Services at (412) 350-4172 immediately.

H. Delivery Standards

1. The CONTRACTOR site will correctly portion and package meals in insulated containers for safe, sanitary delivery to HDM consumers.
2. Meals shall be packaged individually in separate leak proof containers that have sufficient insulation to prevent heat loss by the hot foods and heat gain by the cold foods. Food containers must be

constructed in a manner which provides for the separation of hot, refrigerated and frozen food items during delivery.

3. Appropriate hot and cold packs shall be used in delivery containers to maintain required minimum temperatures (135° or greater, at or below 41°) through delivery to the consumer.
4. All delivery containers shall be covered / closed completely during a route and as soon as possible after removing a meal to maintain required temperature and to prevent possible contamination.
5. Periodic temperature checks (at least monthly), must be completed and recorded at the end of each meal delivery route to ensure that all meals meet the standards for safe temperatures. Once a month on each route an extra meal should be prepared / ordered and tested at the last delivery stop. CONTRACTOR sites should complete the End of Route Food Temperature Report (Attachment E) to record food temperatures at packing and at delivery. The report shall be kept on file at the HDM site for one (1) year and a copy submitted to ACDHS/AAA by the 7th business day of the month for the prior month's deliveries.
6. A delivery route should be completed within the time frame that ensures safe temperatures (135° or greater, at or below 41°) are maintained at all times.
7. The CONTRACTOR agency staff must speak to and / or see the consumer at each delivery. Persons delivering the meals are responsible for reporting the following situations as they occur:
 - a. Significant changes in the consumer's situation / condition
 - The CONTRACTOR staff is responsible for immediately relaying this information electronically / verbally to the CONTRACTOR'S HDM designated staff person and / or appropriate Care Management Agency with written documentation to follow
 - b. Consumer's request or possible need for additional services
 - c. Each instance when consumer is not at home

- d. Each instance when someone other than the consumer answers the door, or the delivery person does not see the consumer
8. In case of an emergency, or a change in meal service the consumer will be notified of the revised delivery time.
9. Meals will not be left at the door if the consumer is not at home to accept the delivery and has not notified CONTRACTOR of an alternate arrangement.
10. The CONTRACTOR agency contracting to deliver meals is responsible for the vehicles used in this service.

I. CONTRACTOR Emergency Preparedness Plan

Each CONTRACTOR agency / meal delivery site must develop and submit a plan for an alternative means to provide Home Delivered Meals in the event of an emergency situation that includes the delivery of multiple meals on any given day.

A copy of the plan must be submitted to ACDHS/AAA with the Annual Provider Validation Report, and should include but not be limited to:

Contractor must immediately notify the AAA with plans to ensure the wellbeing of the consumer:

- Using an alternate facility
- Developing relationships with community organizations to deliver meals
- Developing alternate delivery options, i.e. multiple meals delivered before a weather emergency
- Procedures for notifying consumers, ACDHS/AAA, designated media contact, volunteers, and other personnel when meals cannot be delivered as scheduled.
- A fact sheet outlining CONTRACTOR'S emergency procedures delivered to each consumer by November 1st.
- Information regarding suggested emergency provisions such as shelf stable foods that consumers should purchase in advance of an emergency.

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

J. Nutrition Education Requirements

At a minimum, each HDM site shall provide nutrition education biannually. Approved education material can be distributed to the individual or the caregiver. In the HDM setting, nutrition screening shall be done annually using materials attached to the DETERMINE checklist. If education is not provided based on the nutrition screening tool, then alternate nutrition education material shall be provided. Each site shall document and retain for one year (hard copy or electronically) the date and topic presented. Documentation shall be submitted to AAA on the Quarterly Report.

K. Reporting Requirements

1. The CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by the 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. The ACDHS/AAA retains the ability to hold CONTRACTORS accountable to comply with reporting requests whenever and however they may emerge.
3. The CONTRACTOR is responsible for accurately recording all consumer service and program data into the appropriate information management system (WellSky Aging & Disability), by the 7th business day of the month for the prior month's services.

The CONTRACTOR is responsible for coordinating appropriate information management system training (WellSky Aging & Disability) and the transfer of knowledge and information to existing and new staff.

4. The following reports shall be submitted electronically to ACDHS/AAA by the 7th business day of each month:
 - End of Route Temperature Check Reports (Attachment E)
 - Food Comment Sheet (including shortages) (Attachment F)

5. The CONTRACTOR is responsible to reconcile and confirm the meal count on the following two documents/processes by the 7th business day of the month for the prior month's services:
 - WellSky Aging & Disability Meal Reconciliation Report
 - Daily Meal Delivery Receipt provided by Food CONTRACTOR

6. Unit/s of Service/s
For the Purpose of this Scope of Service the following unit applies:
 - 1 Unit = One Meal Packaged and Delivered to a Consumer

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (AREA AGENCY ON AGING)

1. ACDHS/AAA will communicate to CONTRACTORS ACDHS/AAA information and Pennsylvania Department of Aging information that is pertinent to this Scope of Service.

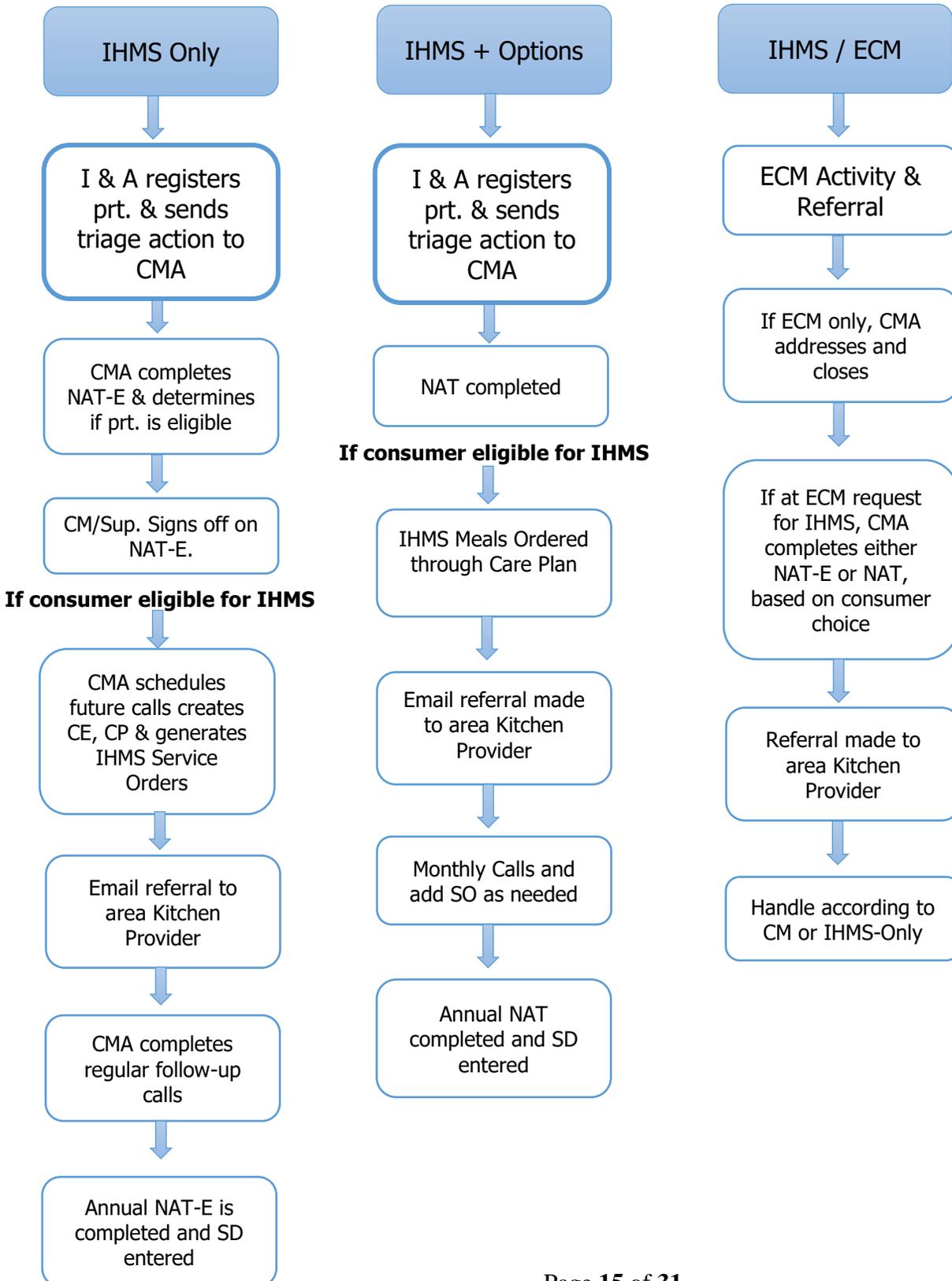
2. ACDHS/AAA will offer opportunities including but not limited to meetings, conference calls, planning sessions and e-mail updates that are pertinent to this Scope of Service.

3. ACDHS/AAA will perform an on-site monitoring at a minimum annually and in the event of concerns expressed by consumers, community or volunteers.

4. ACDHS/AAA will meet with the CONTRACTOR to evaluate and plan innovative, creative and or different meal services.

5. ACDHS/AAA will reconcile the CONTRACTOR meal count data in WellSky Aging & Disability with the Food PROVIDER invoice data monthly.
6. The ACDHS/AAA will provide technical assistance, direction and cooperation to assist the CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (WellSky Aging & Disability, etc.).
7. ACDHS/AAA will be responsible for developing interim policies and procedures that meet PA Department of Aging and ACHD local requirements arising during the term of the contract.
8. ACDHS/AAA will offer technical assistance / education as appropriate upon a request from a CONTRACTOR/S.
9. ACDHS/AAA will determine and implement the wait list protocol and priorities in the event of demand exceeding resources.

In-Home Meal Service (IHMS) Procedure



IHMS Eligibility (Policy & Procedure Manual, OPTIONS Chapter):

To be eligible for this service, an individual shall demonstrate a nutritional need and the need shall be documented in the NAT (or NAT-E for consumers who receive In-Home Meals only). The consumer may have nutritional needs such as, but not limited to, the inability to obtain food or prepare meals due to a physical or cognitive disability, lack of resources (money) for meals or absence of someone willing or able to prepare meals for them as evidenced by the completed NAT (or NAT-E). Prior to providing In-Home Meal Service, consumers should be referred to all available community nutritional resources including congregate meal sites.

NOTE: Mandatory enrollment does not apply to In-Home meal service when the meals are the only service the individual requires. In addition, when a consumer has no resources (money) for food and is determined not to be nutritionally at risk, according to the nutritional risk score; the AAA may choose to provide meals if the consumer is still without food after being referred to all available community food resources, including congregate meal sites. Document these extenuating circumstances in the WellSky Aging & Disability journal notes.

Eligibility Guidelines

To qualify for In-Home Meals an individual must be:

- 60 years of age or older and
- a resident of Allegheny County.

Other Qualifying Individuals:

- the spouse of an eligible consumer or
- an individual with disabilities that resides with an eligible individual.
- See WellSky Aging & Disability Process Flow for entering data.

In addition, the eligible individual must also be:

- At nutritional risk as evinced by a completed Needs Assessment Tool (NAT or NAT-E). See OPTIONS Chapter definition above.
- Physically or mentally unable to obtain food or prepare meals and have no one willing or able to prepare meals for them (family, friends, faith-based resources).
- Cannot attend a senior center in their area.

General Procedure Steps

1. AAA I&A Department registers new Consumers and sends triage referral to CMA.
2. CMA completes NAT-E or NAT to determine if the Consumer is eligible for IHMS.
3. CMA enters IHMS Service Orders through the Consumer's Care Plan.
4. Email referrals are made to the Kitchen Provider for eligible IHMS Consumers. (Request for Kosher meals are made to Jewish Association on Aging.)
5. IHMS only Prt. are contacted every 4 months & orders are adjusted as needed.
6. Annual NAT / NAT-E assessment is completed and Service Delivery recorded.

Standard Referral Email to Kitchen Providers contains the following:

- Consumer's name and WellSky Aging & Disability ID #
- Meal service start date default to as soon as possible unless otherwise stated
- Modified diet Y or N (Doctor's prescription)
- Special Instructions some examples: Allergies, HOH (hard of hearing), uses walker/cane, call before arriving, go to back door, etc.

If IHMS Prt is no longer eligible – follow closing procedures listed below:

Care Management Driven

- CM will email kitchen provider, advising them of closing date.
- Closing letter sent to the consumer.
- Journal entry is made in WellSky Aging & Disability at time of determination.
- Outstanding service orders closed in WellSky Aging & Disability.

Service Provider / Kitchen Driven

- Will advise the Care Management Agency (CMA) of activities that indicate the consumer may no longer meet the eligibility criteria.
- Will email CMA when the consumer wants to stop meals, goes into hospital and other events.

Problem Solving/Appeals

- Initially attempt to resolve minor issues between kitchen providers and care management agencies.
- If there is no response provide then resend email & cc person's supervisor.
- If the problem remains unresolved, contact the AAA for assistance.
- The Care Management Agency handles appeals.
- Formal appeal information on the DHS Website is under this link:
<http://www.aging.pa.gov/publications/policy-procedure-manual/Pages/default.aspx#>, go to II. Hearing & Appeals.

CSP Consumer Only and receiving meal:

- Make sure the caregiver is not providing meals.
- Open an OPTIONS Care Enrollment. Reason: HDM Only
- Complete Care Plan/Service Plan & Service Orders.

Voter Registration:

- Send voter registration form to consumer, if requested.
- Complete voter registration form and sign that it was completed over the phone.

Modified Diet Request:

- Consumer can choose to receive a lower calorie modified diet with a doctor's prescription.
- Upon receiving prescription, scan and email to Jodi Rothermund (jodi.rothermund@allegHENYcounty.us) for approval.
- Kitchens cannot address food preferences, puree or food allergies.

Kosher Meal:

- Contact Jewish Association on Aging to see if they can deliver to the consumer.

Points of Emphasis for IHMS-Only consumers:

- Active OPTIONS Care Enrollment
- Reason: HDM only
- OPTIONS Care Manager checked as primary
- Care Management agency checked as primary
- Care Plan/Service Plan with Lunch-In-Home Meal / Frozen-In-Home Meal

Frozen Meals:

- Add thirty-six (36) frozen meals under "Duration Specified" Care Plan/Service Plan to address holiday's meal delivery.

Unique Situations:

- Weekend or frozen meal only request must be approved by Jodi Rothermund

**ACDHS/AAA
HOME DELIVERED MEALS
HDM CONTRACTOR Agencies**

<p>Area Agency on Aging Jodi Rothermund Phone: (412) 350-4172 Jodi.Rothermund@alleghenycounty.us</p> <p>Catholic Youth Association Leslie Cejrowski Phone: (412) 621-3342 lesliec@catholicyouthassociation.com Marcy Kotovsky marcyk@catholicyouthassociation.com Phone: (412) 621-3343 Fax: (412) 682-2484</p> <p>Eastern Area Adult Services Dawn Cosnotti dcosnotti@eaas.net Jodi Trovato jtrovato@eaas.net Phone: (412) 824-6880 Fax: (412) 824-3527</p> <p>Jewish Association on Aging Fraida Estrin festrin@jaapgh.org Phone: (412) 421-7616 Fax: (412) 521-0932 Sharyn Rubin Phone: (412) 521-1171</p> <p>Lifespan, Inc. Judy McCrum jmccrum@lifespanpa.org Phone: (412) 464-1300 ext. 133 Sarah McCrum smccrum@lifespanpa.org Phone: (412) 464-1300 ext. 153 Fax: (412) 461-7118</p>	<p>Macedonia FACE Aja Moore amoore@macedoniaface.org (412) 281-2573 Memourie Cunningham MCunningham@macedoniaface.org (724) 234-9845</p> <p>Northern Area Multi-Service Center Patty Bontempo Patty.bontempo@namsc.com Phone: (412) 781-6517 Suzan Dennis Suzan.dennis@namsc.com Phone: (412) 781-1175 Ext. 2028 Fax: (412) 781-3107</p> <p>Penn Hills Senior Center Jan Austin jaustin@pennhills.org Phone: (412) 244-3408 Fax: (412) 242-7078 Lena Natalia Lenan@pennhills.org Phone: (412) 244-3405</p> <p>Plum Senior Community Center Toni Franco TFranco@plumboro.com Phone: (412) 744-4861 Agency Phone (412) 795-2330 Fax: (412) 795-4199</p> <p>Riverview Community Action Corp. Elaine Pruitt epruitt@rcacorp.org Phone: (412) 828-1062 Fax: (412) 828-6985 Lynn Verratti lverratti@rcacorp.org</p>
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**ACDHS/AAA
HOME DELIVERED MEALS
Care Management CONTRACTOR Agencies**

Area Agency on Aging

Donna Hicks
Phone: (412) 350-4075
Donna.hicks@alleghenycounty.us

Russell Goralczyk
Phone: (412) 350-3089
Russell.goralczyk@alleghenycounty.us

Familylinks

Chanel (Smith) Spaulding
Phone: (412) 660-1087
csmith@familylinks.org

Claudia Smith
Phone: (412) 310-7761
clsmith@familylinks.org

Lynda Tyri
Phone: (412) 924-0402
ltyri@familylinks.org

Sylvia LaBuskes
Phone: (412) 924-0424
slabuskes@familylinks.org

Wesley Family Services

Valerie Cupps
Phone: (412) 412-627-3785
Valerie.Cupps@wfspa.org

Lifespan, Inc.

Corrie Galante
Phone: (412) 464-1300 ext. 123
Fax: (412) 461-7118
cgalante@lifespanpa.org

Cara Lingle
Phone: (412) 464-1300 ext. 109
Fax: (412) 461-7118
clingle@lifespanpa.org



Attachment B

2020

HOME DELIVERED MEALS

Volunteer Guide



2020
Home Delivered Meals
Volunteer Guide

We are indebted to all our volunteers for their generous gifts of time and energy. Your commitment makes a difference in the lives of the isolated older adults in our community. Our staff will work with you to make your experience meaningful to you and the older adults we serve.

Even if it's a little thing, do something
for those who have need of a man's help,
something for which you get no pay but
the privilege of doing it.
For, remember, you don't live in a
world all your own.
Your brothers are here too.

~Albert Schweitzer

Agency Name
Home Delivered Meal (HDM) Program

Kitchen Address: _____

HDM Coordinator: _____

Office Phone: _____

Eligibility Guidelines

To qualify for Non-Congregate In-Home Meals an individual must be:

- 60 years of age or older,
- the spouse of an eligible consumer
- an individual with disabilities that resides with an eligible individual
- a resident of Allegheny County

In addition, the eligible individual must:

- Demonstrate a nutritional risk as evidenced by a completed Needs Assessment Tool (NAT or NAT-E)
- Be physically or mentally unable to obtain food or prepare meals and have no one willing or able to prepare meals for them (family, friends, faith based resources).
- Not be able to attend a senior center in their area for the same meal.

*Note: HDM does not need to be 5 days per week
but can be 7 days if necessary*

HDM Agency Responsibilities:

- Screen/approve each volunteer, including validating license and insurance if applicable. Criminal clearance checks are considered a best practice.
- Provide appropriate training for volunteers
- Prepare and/or package meals
- Provide appropriate containers for transporting meals
- Provide route information (name, address, special instructions)

Volunteer Responsibilities:

- Be dependable and punctual; arrange for a substitute if you are unable to make your assignment. Try to notify the HDM coordinator at least 24 hours in advance.
- Check in with coordinator; review the route for cancellations, road problems, new addresses
- Load delivery containers into car; pick up route sheet
- Observe and communicate situational information (consumer and/or home issues)
- Maintain a clean neat appearance
- Maintain a valid PA license and current car insurance policy
- Have identification – personal photo id or agency issued card
- Deliver meals at least once a month using personal vehicle
- Be willing and capable of picking up and delivering meals in all weather conditions
- Handle consumer donations (envelopes, checks)

Performance/Ethical Standards: Since volunteers have daily contact with older adults it is important to remember all consumer personal, medical and financial information is considered strictly confidential. All volunteers must sign and adhere to a Confidentiality Policy.

- Be courteous and respectful of older adults
- Make the older adult's needs the focus of the visit
- Maintain the confidentiality of every older adult
- Maintain an appropriate distance from the older adults; do not counsel anyone unless you are trained to do so
- Do not give your personal information to anyone
- HDM volunteers/staff are not permitted to accept gifts, cash or gratuities
- Respect the cultural, religious and political views of clients and refrain from imposing your personal views on consumers.

Personal Safety: The personal safety of all volunteers is very important; please review the following precautions:

- Leave valuables at home or locked in secure place
- Always lock your car
- Never leave the car running or the keys in the car while delivering a meal
- Be alert during the delivery; pay attention to sidewalk, yard and floor conditions
- Do not enter a yard with an unrestrained dog
- Do not try to negotiate unsafe steps
- Use common sense; report any situation that makes you uncomfortable, you are not obligated to go anywhere you do not feel safe

Sanitation/Meal Safety: Proper handling of the meal, from preparation through delivery and consumption is essential to prevent food borne illness. This agency uses a time-temperature system to ensure the safety of each meal. The system begins when the meal temperature is recorded during packaging and is completed when the temperature of the last meal is taken. Please follow the steps below for each delivery:

- Make sure containers/coolers/hot boxes are tightly closed to keep hot food hot (135° or greater) and cold food cold (at or below 41°).
- Load the vehicle as soon as possible
- Keep the containers level during delivery to prevent spillage
- Use sanitizing wipes between deliveries
- During the route, be sure to close containers after removing a meal to retain safe temperatures
- Do not leave a meal in a bag on the door or in a cooler; meal must be delivered to a person, preferably the consumer
- Encourage consumers to refrigerate the meal if they are not going to eat it immediately
- On the scheduled day, take and record the temperature of the last meal

NOTE:

Please notify the HDM agency if the previous day's meal has not been eaten and whether it has been touched or moved from the location it was placed the day before. If a previous day's meal is found uneaten, please remove it from the home. It could contain spoiled food and because of poor vision and sense of smell, a recipient might accidentally eat a spoiled meal and get very sick.

Delivery Procedures: In addition to providing a meal, volunteers are able to observe a consumer's overall situation and relate all concerns to the HDM coordinator. Follow the established procedures listed below:

- Knock loudly or ring the bell several times
- Identify yourself
- Call out the consumers name
- Allow adequate time for older adult to answer and come to the door
- Assist older adult if asked
- Talk to or briefly see each older adult
- Notice changes in condition or environment such as:
 - Disorientation to time or place
 - Speech
 - Changes in mobility
 - Shortness of breath or labored breathing
 - Unopened meals from previous days
 - Lack of other food
 - Inadequate heating or cooling
 - Safety issues: broken steps, throw rugs, extension cords
 - Lack of utilities

Emergency Procedures: If the door or phone is not answered follow the steps below or your HDM agency's policy:

- Call the HDM office for instruction on next steps
- If you encounter an emergency situation do not move older adult
- If older adult is not conscious call 911, then HDM office
- Please wait with the older adult until help arrives

Contributions/Donations: Income is not an eligibility criterion. There is no fee for any individual that meets the AAA eligibility criteria. A suggested contribution toward the cost of the meal service can be requested on a regular basis (weekly or monthly):

- an eligible person cannot be denied service due to failure to contribute
- donations shall be voluntary and confidential
- consumers should self-determine what they are able to contribute
- contribution/donation policies should be explained to each new consumer

I attended a Home Delivered Meal Volunteer training on _____ and received a copy of the Volunteer Guide.

Signature _____

ATTACHMENT C
ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED SERVICES DIVISION
NUTRITION SERVICES
CHECKLIST FOR RECEIVING FOOD

CONTRACTOR Agency _____ **HDM Kitchen** _____

Food Provider _____ Name _____ 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° or greater for hot food; at or below 41° 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 deliver process satisfactory? |

Comments _____

NOTE: This form is to be used by the designated person checking in the meal. It should be completed two times a month and kept on file at the site for one (1) year.

ACDHS/AAA
7/17

ATTACHMENT F

**ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED SERVICES DIVISION**

**MONTHLY FOOD COMMENT SHEET
SUMMARY REPORT**

CONTRACTOR AGENCY

FOOD CONTRACTOR

NUTRITION COORDINATOR

FOOD COMMENTS: Include problems or positive comments encountered with quality, delivery, temperature, and weights concerning congregate meals, home-delivered meals, modified diets.

DATE	IDENTIFY FOOD	COMMENTS

FOOD SHORTAGES/TEMPERATURES: Include comments concerning shortages and how they were resolved.

DATE	SHORTAGES	TEMPERATURE	COMMENTS

Submit report to ACDHS/AAA-Nutrition Services by the 7th business day of the month.