FY 2020-2021
SCOPE OF SERVICE

OLDER ADULT DAILY LIVING SERVICES (OADLS)

I. PURPOSE

A. To provide Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA) Consumers 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 Consumers to maintain or improve their level of functioning and independence.

OADLS include:

1. OADLS – Full Day: to reimburse centers with non- ACDHS/AAA contracted food vendors or when a meal is not provided at the OADLS center; e.g., on an outing. One (1) unit equals more than four (4) hours per day.

2. OADLS – Full Day with Nutrition Services Incentive Program (NSIP) Meal (see Addendum A for NSIP Meal Service Standards): is used to reimburse centers with ACDHS/AAA contracted food vendors. One (1) unit equals more than four (4) hours per day and includes a NSIP Meal.

3. OADLS – Full Day with Bath (see Addendum B for Bath Service Standards): One (1) unit equals more than four (4) hours per day and includes a Bath but not a NSIP Meal.

4. OADLS – 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 and includes a Bath and a NSIP Meal.

5. OADLS – Half Day: is used to reimburse centers with non- ACDHS/AAA contracted food vendors or when a meal is not provided at the center; e.g., in half-day OADLS. One (1) unit equals four (4) hours or less per day.

6. OADLS – Half Day with NSIP Meal (see Addendum A for NSIP Meal Service Standards): is used to reimburse centers with ACDHS/AAA contracted food vendors. One (1) unit equals four (4) hours or less per day and includes a NSIP Meal.

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

8. OADLS – 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 and includes a Bath and a NSIP Meal.

II. DEFINITIONS

A. Aging & Disability: See WellSky Aging & Disability.

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

C. IMT: Integrated Monitoring Tool Application

D. 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.

E. 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.

F. 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.

G. 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. The application is also known as Aging & Disability.

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. Chapter IV: OPTIONS Program Directive – Issuance of Aging Policy and Procedure Manual Chapter IV: OPTIONS

B. Appendix A. 1, OPTIONS Program Service Standards. Appendix A.1 OPTIONS Service Standards.

C. Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults http://www.pacode.com/secure/data/006/chapter15/chap15toc.html

D. Critical Incident Management Policy for Office of Long-Term Living Home and Community-Based Services Programs

E. Pennsylvania Code, Title 6, Chapter 11: Older Adult Daily Living Centers

F. 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 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. The monitoring tool applicable to this Scope of Service are:

- Allegheny County Department of Human Services
  Area Agency on Aging
  Older Adult Daily Living Services Monitoring Tool

- Pennsylvania Department of Aging
  Elderly Nutrition Program (ENP)
  Meal 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

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 OADLS 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 their 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/Consumers.

5. Have rates for OPTIONS services that are no higher than CONTRACTOR'S private pay fee schedule.

B. Consumer Confidentiality

1. Security of Consumer files will be maintained.

2. Every precaution will be pursued to maintain confidentiality of Consumer 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 Consumer.

   b. Consumer 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 OADLS site. OADLS program staff is prohibited from transporting Consumers in personal vehicles;

2. Establishing formal working arrangements with OADLS to monitor Consumer progress and to assure delivery of all needed services;

3. Managing Consumer service terminations.

D. CONTRACTORS will be responsible for:

1. Establishing procedures for assuring safe and appropriate release from the OADLS program site at the end of the program day.

   a. OADLS CONTRACTOR will develop procedures to outline how each Consumer will be returned to the care of a responsible person at the end of each program day.

   b. If a Consumer cannot be released to a caregiver or to the Consumer's emergency contact, she/he will be returned to the OADLS program site.

   c. There will be a designated OADLS staff person to accept the Consumer.

2. Informing the Care Manager when there are changes in Consumer's physical or mental condition, the Consumer's support network or the Consumer's need for service.

3. Contacting the Consumer's Care Manager if service termination is requested either by the Consumer or by the CONTRACTOR.

E. Hours of Operation

Agencies which contract with COUNTY to provide OADLS to ACDHS/AAA Consumers 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 Consumers and their families.

F. Units of Service

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

G. Service Requirements

1. The individual care plan will be prepared by the OADLS 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.

3. The ACDHS/AAA Consumer's record must contain, in addition to documentation required in the OADLS licensing regulation, hard copies of:

   a. WellSky Aging & Disability Registration Form;

   b. A WellSky Aging & Disability service order with the current prescription;

   c. Documentation of communication with the Care Manager and caregiver when there are changes in the Consumer's condition or attendance.

4. CONTRACTOR shall document daily attendance for OADLS Consumers. At a minimum, documentation of each visit made by a Consumer must contain the Consumer's arrival and departure times and, when stipulated in the service order, whether the Consumer received a bath. The log containing this information must be initialed by the OADLS 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. CONTACTOR will notify the Care Manager if a Consumer is hospitalized.

2. If ACDHS/AAA Consumer is beginning to reach established goals or the Consumer's medical status deteriorates to a level where they can no longer benefit from OADLS, the Care Manager will discuss the possibility of case closure. Once the decision for termination of service is made, the Consumer 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 as prescribed.

2. All notification to the Consumer's Care Manager regarding undelivered service will be documented. Missed attendance must be reported to the Care Manager by entering an Activity in WellSky Aging & Disability 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 Entry, Advocacy and Oversight Division Chief or designee will be notified by 9:00 a.m. 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 Entry, Advocacy and Oversight Division Chief or designee.

3. The CONTRACTOR must also contact ACCESS Transportation Systems to cancel any prescheduled Consumer 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 OADLS will maintain enough personnel to ensure a staff to Consumer ratio of at least one full-time staff person, or equivalent, to five Consumers (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 Consumers.

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. Provider 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. Applicants applying for employment as a member of the office staff and owner/owners are also required to obtain a criminal history report.

c. If an applicant supplies their own Pennsylvania State Police background check, Provider must then access and print the report from https://epatch.state.pa.us, and place it into the personnel file. The report must be dated within one (1) year prior to their employment start date.

d. All requests for FBI background checks must be made directly through IdentoGO at www.identogo.com/locations/pennsylvania . In addition, applicants who have not been PA residents for two (2) consecutive years, without interruption and immediately preceding the date of application for employment, must obtain original PA Department of Aging FBI background check from IdentoGO in addition to the PSP background check from epatch.

e. Results from the FBI background check will be sent directly to the applicant with instructions to the applicant to show the results to the agency or facility at which they have applied for employment.

f. If either the epatch or the FBI background check result in positive findings, then the agency or facility must consider the following factors in the hiring decision: (1) nature of the crime; (2) facts surrounding the conviction; (3) time elapsed since the conviction; (4) evidence of individual's rehabilitation; and (5) nature and requirements of the job. Documentation of consideration of these factors must be included in the employee's personnel file.

g. The agency or facility will make the final employment determination on all applicants.

Note: Staff may not directly work with Consumers until the appropriate criminal history clearance/clearances are received and documented in their personnel file.

3. Physical Examination, Health Screen and PPD Test

a. Staff persons who come into direct contact with Consumers 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 Consumer 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 Consumers 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 Consumers with communicable diseases, CONTRACTOR will follow procedures recommended in the Centers for Disease Control (CDC) guidelines and Occupational Safety and Health Administration (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 Consumer 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. OADLS programs shall provide nutrition education. Education that targets OADLS individuals may use materials written for the individual or caregiver. At a minimum, nutrition education shall be provided biannually. In the OADLS 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 OADLS 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 Consumer, Consumer'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. Consumer 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 Consumer to discuss the incident or complaint when appropriate, and encourage the Consumer 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 Consumer's file and a copy will be sent to the ACDHS/AAA and the Care Management agency.

6. CONTRACTOR and ACDHS/AAA will monitor Consumer 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 Consumer case conference meetings and/or telephone conferences, which may address:

1. Significant changes in the Consumer's situation or in the appropriate day care plan for the Consumer such as hospitalizations or discharges, Consumer and Consumer family emergencies, other situations that may precipitate a change in the care plan or other problems in the day care arrangement for the Consumer;

2. Conflicts in the delivery of service and/or Consumer complaints;

3. Other events or situations that impact individual Consumers.

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 Consumer service and program data into the appropriate information management system (WellSky Aging & Disability) 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 (WellSky Aging & Disability) 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 In-Home Provider Manager 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 (WellSky Aging & Disability) 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 CONRACTOR 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 (WellSky Aging & Disability).

Addendum A

OADLS NSIP Meal

I. PURPOSE

To provide a NSIP Meal at the OADLS 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. OADLS Full Day with NSIP Meal

2. OADLS Full Day with NSIP Meal and Bath

3. OADLS Half Day with NSIP Meal

4. OADLS 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

OADLS Bath

I. PURPOSE

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

II. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

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

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 Consumer 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-Consumer ratio of one staff to one Consumer (1:1) unless the Consumer'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 OADLS site to receive, hold and serve meals. This individual can be the CONTRACTOR's Food Protection Certified (FPC) individual or an individual trained by the FPC 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 consumer (an individual that did not register for a meal) to be consumed in the congregate setting
- Leftover foods are offered as seconds to consumers 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 consumers 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 consumers.

Meal Ordering Procedure

CONTRACTOR agency shall ensure that:

1. All consumers 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 OADLS 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 consumers 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. OADLS staff should report any changes in the quality of supplies to ACDHS/AAA Nutrition Services by e-mail to jodi.rothermund@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 consumers by request; if a preference is not stated the consumer 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 consumer 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 OADLS for the Congregate Meal supplies are to be used only for the storing of cold foods used in the Nutrition Program. Staff, volunteers or consumers 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 Services 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 SERVICES DIVISION
CHECKLIST FOR RECEIVING FOOD

Provider Agency_____ **OADLS**_____

Food Provider_____ Date_____

YES	**NO**	
☐	☐	1. Is the food delivered the same as featured on the menu for the day?
☐	☐	2. Are lids of the pans labeled for destination, content and amount? (both hot & cold items)
☐	☐	3. Are the number of meals ordered delivered?
☐	☐	4. Was the food delivered at the proper temperature? (135°F. or higher for hot food; 41° or lower for cold food)
☐	☐	5. Was the entrée the proper weight?
☐	☐	6. Was the food delivered on time?
☐	☐	7. At the time of delivery, was the food properly packaged?
☐	☐	8. Was the food acceptable? (not burnt, crushed, etc.)
☐	☐	9. Were the delivery containers clean, in good condition, and suitable for delivery?
☐	☐	10. Were non-food items (napkins, Styrofoam cups, plates, etc.) delivered as ordered?
☐	☐	11. Was the quality of the non-food items satisfactory?
☐	☐	12. Was the driver neat, clean; was the food handled properly?
☐	☐	13. Did volunteers adjust the temperature on the steam table?
☐	☐	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.**

ATTACHMENT 2

ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED SERVICES DIVISION
DAILY TEMPERATURE MONITORING SHEET

OADLS SITE _____ MANAGER _____ MONTH _____

DATE	DELIVERY TIME	ENTRÉE	POTATO/ PASTA/RICE	VEGETABLE	SALAD	DESSERT	MILK	MODIFIED DIET

COMMENTS:_____

NOTE: HOT food must be at least 135° - COLD food must be at 41° or below. Record temperatures for all items listed. Retain completed form for 1 year.

ATTACHMENT 3

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

MONTHLY FOOD COMMENT SHEET
SUMMARY REPORT

PROVIDER AGENCY

FOOD PROVIDER OADLS MANAGER

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

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 by the 7th working day of the month.