

- Set a suggested contribution.
- Set a suggested range of contribution levels.
- Choose not to suggest a contribution amount and ask participants to contribute what they are able.

To maintain integrity of the intention of the Older Americans Act regarding voluntary contributions, programs must do all of the following:

- Provide each older person with an opportunity to voluntarily contribute to the cost of the service
- Ensure a system is in place at each dining center to collect contributions at the point of service (with the exception of dining centers approved to accept vouchers, see [Section]).
- Protect the privacy of each older person with respect to his or her contributions
- Establish procedures to safeguard and account for all contributions
- Programs cannot deny an older person a service because the older person cannot or will not contribute to the cost of the service
- Programs cannot use self-identified means tests.
- Programs cannot require a contribution or in any way imply one is required to participate

8.3.7.1 Contribution Signs, Brochures, and Letters

Each dining center must have a sign (and in the case of home delivered meals a brochure or letter) which includes suggested contribution (if applicable), total meal cost, a statement about the source of funds used for programs, and the stipulation that no participant will be denied a meal based on ability to contribute toward the cost of the meal. The signs, brochures or letters should be in large print.

Contribution letters are one method of collecting voluntary contributions from participants. The OAA does not prohibit the use of contribution letters as long as:

- Participants are clearly informed that there is no obligation to contribute and that the contribution is purely voluntary;
- Procedures exist to ensure the privacy and confidentiality of each recipient with respect to the recipient's contribution or lack of contribution;
- Procedures exist to safeguard and account for all contributions; and
- All collected contributions are used to expand the service for which the contributions were given.
- Participants are still provided the opportunity to contribute on-site at the point at which the meal is served.

If contribution letters are used for the senior dining or home delivered meal program, letters must include the following verbiage. Verbiage can be added to the content of the letter, but the following sentences cannot be altered in any way:

We are required to provide you the opportunity to contribute to the cost of this service. The actual cost to our agency to provide this meal is \$[Per Meal

Cost/meal. Contributions to offset the cost of meals are essential to maintaining nutrition services for our community's older adults. Contributions from participants, their families, and others directly fund the meals we provide and are combined with federal, state, and local funds to provide this service.

The suggested contribution is \$[Suggested Contribution]/meal. Our records show that you received [Number of Meals], which amounts to a total suggested contribution of \$[Total Suggested Contribution]. Please contribute what your budget allows. You will not be denied a meal if you are unable to contribute. We are committed to protecting the privacy of your contributions.

8.3.7.2 Non-Differentiation

Regard for dignity entails not only an opportunity to contribute by persons who are able, but also freedom from embarrassment for those who cannot. Accordingly, the methods for receiving contributions must be handled in a manner that does not publicly display the differing contributions of participants. Strict confidentiality as to contribution level is required.

8.3.7.3 Gift Certificates

Nutrition programs can offer gift certificates to relatives or friends of a participant for meals. As long as the participant using the gift certificate is eligible for service as described in Section [Error! Reference source not found.8.4.7](#) of this chapter, the certificate can be offered on a voluntary contribution basis. Gift certificates for use by non-eligible individuals must be sold for the total meal cost.

8.3.7.4 Contributions as Program Income

Contributions made by older adults or on behalf of older adults are considered program income. Contributions from local civic groups, businesses, and members of the community (i.e. bequeaths) are also considered program income. Unless designated to be used for a specific purpose by the contributor, all contributions will be used to fund the nutrition program as a whole. Program income will be planned for and spent by the county/tribal aging unit on behalf of the nutrition program. Program income must be spent in the calendar year in which it is obtained, or within 60 days of the following calendar year. Some program income may be put into a trust to be spent later for a specific purpose, but approval must be obtained by the AAA in advance. Policies governing program income are found in [Chapter 12](#) of this manual.

8.3.7.5 Management of Contributions by Staff

Procedures must be established for the return of cash contributions from the dining center area and home delivered meal participant homes to the aging unit, such as establishing a bank account from which the aging unit can draw a check. Procedures will address the following:

- **Two persons must count contributions.**

8.3.7.7 Issuing Change for Cash Contributions

If a program participant requests that change be made for a cash contribution provided at a dining center, one of the following options can be offered to the participant:

- The dining center manager will provide the participant change for the bill provided and allow the participant to contribute the amount desired in confidentially. For example, if the participant gives the dining center manager a \$20 bill, the dining center manager will give the participant \$20 dollars in various bills. *The dining center manager will not remove the suggested contribution amount and give the participant the difference.*
- The dining center manager will provide a self-addressed stamped envelope to the participant with instructions for mailing contributions to the aging office.
- The dining center manager will ask the participant if they would like a donation letter mailed to them.
- The dining center can remind the participant that contributions can be made for more than one (1) day at a time. For example, participants could make a larger contribution that day to cover several days of meals.

Nutrition directors and dining center managers are responsible for reminding other staff and volunteers that contributions are voluntary and confidential and that no eligible participant will be denied a meal based on inability to donate. If change is not available on site, participants cannot be denied a meal.

8.4.7 Eligibility for Services

*The OAA has no citizenship or residency requirements. OAA services should be targeted to older adults who are in greatest social and economic need, with no consideration of their citizenship or residency status.

Residency within a particular county or tribe is not required for participation. A nutrition program may provide congregate or home delivered meals to those who reside in other counties or tribes, as long as they meet other eligibility requirements.

8.4.7.1 Eligibility for Senior Dining (Congregate) Meals

Individuals eligible to receive a meal on a voluntary contribution basis at a senior dining center are:

- Aged 60 or older.
- Any spouse or domestic partner who attends the dining center with their spouse or domestic partner who is aged 60 or older.
- An adult with a disability, under age sixty (60), who resides in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided is eligible to receive meals at the facility in which they reside.
- A disabled individual who resides at home with an eligible older individual participating in the program.

- occasional personal reasons such as hair care or church services that are important to the individual's quality of life.
- The person is unable to participate in the congregate meals program because of physical or emotional problems.
 - There is no spouse, domestic partner, or other adult living in the same house or building who is both willing and able to prepare all meals.
 - Available meals will meet the special dietary needs of the individual.
 - Individuals are able to feed themselves or have someone available to assist with dining.
 - The individual is unable, either physically or emotionally, to obtain food and prepare adequate meals.
 - The individual agrees to be home when meals are delivered or to contact the program when absence is unavoidable.

8.4.7.3 Community-Based Long-Term Care Programs

Community-based long-term care programs, such as Family Care, IRIS, COP, and other Medicaid waiver programs, can contract with nutrition programs to provide meals to long-term care program clients (See Section 8.3.5). Nutrition programs must recover the full cost of each meal provided, including overhead and administration, from the community-based long term care program so that Title III funds are not being used to subsidize these meals. Meals served through a long-term care program cannot be included in the NSIP meal count; therefore programs must not reduce the total meal cost by the NSIP per-meal amount.

Programs must have a contract, memorandum of understanding, or other written agreement between the agencies providing each program, which specifies the reimbursement rate for long-term care program meals.

Because these meals cannot be subsidized with Title III funding, they are not subject to Title III rules. Therefore, a home delivered meal assessment is not required to be performed by the nutrition program if the community-based long-term care program has determined meals are needed for their client.

8.4.7.1.1 HDMs for Residents of Assisted Living and Other Community-Based Residential Facilities

Nutrition programs are not required to provide meals to residents of assisted living or other community-based residential facilities in which the facility otherwise makes meals available to its residents.

If such facility or one of its residents requests that the nutrition program provide home delivered meals, the nutrition program may provide meals to residents on a voluntary contribution basis if all of the following conditions are met:

- The resident is determined eligible to receive home delivered meals (see eligibility criteria)
- The residential facility does not include a meal in the cost that they charge to their residents.

8.4.7.6 Eligibility for Non-Elder Disabled Adults Living Alone

Nutrition programs may provide nutrition services on a voluntary contribution basis to non-elder disabled adults living in the community who do not live with or accompany an older person as long as sufficient funds are available to serve older adults.

Services provided to these persons will be approved on a case-by-case basis. Written requests to provide the service must verify demonstrated need, must document that other programs or resources are unavailable to provide the service or to pay the full cost of the meal, and must verify that sufficient program funds are available to provide meals to older adults. If a waiting list for services is in place, the request will be denied. Completed waiver forms are to be submitted by the aging unit to the area agency for approval. Only state funds can be used to support these meals; therefore the meals must not be included in the NSIP meal count.

A non-elder waiver form is in Section Error! Reference source not found.XX of this manual.

8.4.7.7 Eligibility for Informal Caregivers

Nutrition programs have the option of offering a meal on a voluntary contribution basis to informal caregivers who do not otherwise meet eligibility criteria to participate if it is determined that participation is in the best interest of the eligible older individual and there are sufficient program funds to provide meals to other eligible older adults.

An informal caregiver is defined as an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.

If a nutrition program decides to provide meals to informal caregivers on a voluntary contribution basis, the following criteria must be met:

- An informal caregiver (other than a spouse or domestic partner) who resides with and accompanies an eligible older individual to the dining center is eligible for senior dining (congregate) meals.
- An informal caregiver (other than a spouse or domestic partner), regardless of age or condition, who resides with an eligible older individual participating in the program, is eligible to receive home delivered meals (HDM) if an assessment concludes that participation is in the best interest of the eligible older individual.

Federal Title III-C funds cannot be used to support these meals; therefore, the meals cannot be included in the NSIP count.

8.2.3.4 Comparable Education / Experience and Authorization

Comparable education and/or experience require authorization in writing from the area agency on aging dietitian or the BADR nutrition coordinator. Those not likely to receive approval include nurses, dietary managers, dietary supervisors, and cooks; unless they can prove an extensive, well-rounded education and experience in the major areas of dietetic practice.

8.2.4 Students Working in the Program

When dietetic or nutrition students perform activities of the program nutritionist, they will be supervised by a qualified nutritionist, either on site or after extensive training and orientation, through regular evaluation of the work performed by the student.

8.2.5 Other Required Staff Capacity

In addition to staff requirements listed above, each aging unit will have accounting and clerical capacity sufficient to fulfill the nutrition program's budgetary, fiscal, reporting and record-keeping responsibilities.

8.2.6 Volunteers

To the maximum extent feasible, the nutrition program will provide training and opportunities for voluntary participation of individuals in all aspects of program operations. Orientation and training will be provided by the nutrition program. See [Section] for training requirements for volunteers. Those who regularly volunteer or have direct contact with food are held to the same standards that apply to "regular" employees a (i.e. sanitation standards, ethics, privacy standards, etc.).

8.4.11.1 Nutrition Program Director Training

All nutrition directors will be oriented and trained to perform their assigned responsibilities and tasks.

AAAs and/or BADR will provide orientation to nutrition directors.

Nutrition directors must receive a minimum of 12 hours of training annually. Training hours can be obtained through:

- Regional nutrition director training or meetings
- Wisconsin Association of Nutrition Directors conferences
- One (1) hour can come from attending the regional planning committee meetings for annual nutrition program staff/volunteer training.
- One (1) hour can come from attending the regional nutrition program staff/volunteer training program staff and volunteers.
- Attendance at other training, conferences, or webinars approved by the AAA and/or BADR.

8.4.11 Nutrition Program Staff/Volunteer Training

All other staff, paid and volunteer, will be oriented and trained to perform their assigned responsibilities and tasks.

All paid staff and regular nutrition program volunteers must receive a minimum of six (6) hours of training annually. Training hours can be obtained through:

- One (1) hour can come from each locally-held nutrition program meetings and trainings for staff and/or volunteers. Nutrition directors are strongly encouraged to hold quarterly meetings and/or trainings with dining center managers.
- Three (3) hours can come from the regional nutrition program staff/volunteer training. This is coordinated by BADR, the AAAs, and regional planning committees, and is usually held each year in the fall.

All paid staff and regular nutrition program volunteers, unless otherwise noted, will receive training on the following mandatory topics at least once during the three-year aging plan period: *NAIPA, Client Rights, Confidentiality*

- Customer service
- Ethics and boundaries
- Nutrition program eligibility criteria and voluntary contribution policies
- Nutrition standards, portion control, and policies regarding second helpings/leftovers (for staff and volunteers who prepare and/or serve food)
- Food safety and sanitation / prevention of foodborne illness (for staff and volunteers who have contact with food, including home delivered meal drivers)
 - Temperature control and thermometer calibration
 - Home delivered meal test trays
- Procedures for home delivered meal assessments (for staff/volunteers responsible for assessments and reassessments)
- Participant safety
 - Red flags
 - First aid, first response practices, choking, universal/standard precautions, blood borne pathogens, etc.
 - Emergency preparedness, disaster procedures, severe weather, fire safety, and other emergency procedures
- Other mandatory topics as determined by BADR and the AAAs.

At the discretion of the nutrition director, other topics that are deemed valuable may be presented to staff and volunteers and may count towards the required training hours. Additional topics will be provided based on the particular tasks for which a staff member or volunteer is responsible. Additional topics must be relevant and useful by the nutrition program to enrich and further the training and professionalism of their staff and volunteers to better serve the older adults in their communities. Additional topics will only be allowed if the annual mandatory training topics (see above) are all completed.

8.4.11.2 Training for Home Delivered Meal Drivers

At a minimum, all home delivered meal drivers must receive training in how to recognize red flags in a home delivered meal recipient's health or safety at least once within a three-year aging plan cycle. These hours can be counted toward the required training hours.

Nutrition programs may use SSF to teach general food safety and sanitation classes or lectures, but certification will be denied if any changes have been made to the existing materials.

The required materials used to teach the SSF course can be obtained by contacting BADR or the AAA.

Serving Safe Food Certification is **required, at a minimum**, for:

- Dining Center Managers at senior dining centers where food is not prepared or cooked
- **Home Delivered Meal Drivers**

At a minimum, **at least one staff person or volunteer with a Serving Safe Food Certification must be on duty at all times at a senior dining center where meals are being served.** It is recommended that other staff working in a food-handling capacity at such locations also maintain a Serving Safe Food Certificate.

Staff and volunteers in which this policy applies will obtain training and pass the applicable exam within **90 days of beginning the food-handling position.** The AAA may grant an extension to extend the 90-day period to up to 180 days when the following apply: location/travel issues, timing of available courses, or significant personal scheduling issues. However, the nutrition director is responsible for requesting the extension before the end of the 90-day period.

Serving Safe Food certification must be renewed every five years by retaking the course and passing the applicable exam. The course will be completed and the exam submitted to BADR for grading in advance of the certification's expiration date.

8.2.7 Nutrition Advisory Council

The nutrition program of each aging unit will establish a nutrition advisory council to assist in evaluating, promoting, planning, and advocating for the nutrition program and its participants. If feasible, the nutrition program may also set up a separate advisory council for home delivered meal representation. The nutrition advisory council will advise the nutrition director on all matters relating to the delivery of nutrition and nutrition-supportive services within the program area. All recommendations and suggestions of the council will be in accord with federal and state policies and will take into consideration the nutrition budget.

8.2.7.1 Council Roles and Responsibilities

- Represent and speak on behalf of the nutrition participants and program.
- Advocate on behalf of older adults with community members, governing agencies and policy makers as well as local, state and federal legislators and lawmakers.
- Assist in publicizing the nutrition program and outreach to potential new participants.
- Make recommendations to the nutrition director about the food preferences of participants.

- Make recommendations to the nutrition director and the aging unit about locations, days and hours of dining center operations.
- Make recommendations to the nutrition director about dining center accessibility and age-friendliness.
- Advise and make recommendations to the nutrition director and aging unit about supportive social services to be conducted at dining centers.
- As an organized group, give support and assistance to the ongoing development of the nutrition program.
- If requested, conduct yearly on-site reviews of dining centers in the program.

The Nutrition Advisory Council is intended to be a partner in improving the nutrition program. Council members can assist in securing funding by volunteering their time to raise funds for the program, developing and maintaining community partnerships, and promoting activities including advertising and outreach to the community.

8.2.7.2 Membership and Structure

More than one-half of the council membership will consist of older adults age 60 and older. The council will include at least one program participant representing each dining center and at least one representative from the home delivered meal program. Home delivered meal representation can be met by family members, caregivers or friends of home delivered meal recipients or by home delivered meal drivers. The remaining council membership should provide for broad representation from public and private agencies that are knowledgeable and interested in the senior dining and home delivered meal program, such as local hospitals, University of Wisconsin-Extension program staff, etc.

8.2.7.3 Meetings

The council will meet as often as is useful and practical, but no less than quarterly. By-laws and parliamentary procedures will be adopted to govern the conduct of council business. Meetings must be open, with notices posted in accordance with the Open Meetings Law; minutes will be kept for all nutrition advisory council meetings. Records will be kept for three years. See [Section] for recordkeeping requirements.

8.2.7.4 By-Laws

Nutrition advisory council by-laws will include, but not be limited to, all of the following:

- an article describing responsibilities of the council
- provision for specifying number, election, tenure (not to exceed two 3-year terms) and qualifications of members
- dates for regular and annual meetings and the manner of giving notice for regular, annual and special meetings
- provision for hearing participant grievances
- provisions for amending and updating the by-laws

8.5.13 Central and On-Site Kitchens

The nutrition program and commission on aging should jointly plan for the possibility of establishing, remodeling or closing central or on-site kitchens. A request for approval will be submitted to the area agency on aging in a timely manner.

Consider the following:

- Evaluate the cost of providing meals from local caterers versus a central kitchen.
- Consider how this will affect service to participants.
- Analyze the costs involved in establishing a central kitchen.
- Document the program's efforts to use the local school as a meal provider.
- Consider optional facilities to be used as a possible central or on-site kitchen such as unused kitchens in schools or county institutions.

8.4.27.11 Dining Center Facility Agreement

Each program will have written agreements with the owners of all facilities used as dining centers, including those donated for use at no cost. The agreements will address the following issues, if applicable:

- responsibility for care and maintenance of facility, specifically including restrooms, kitchen and areas of common use
- responsibility for snow removal
- agreement on utility costs
- responsibility for safety inspections
- responsibility for licensing by the Public Health Department
- responsibility for insurance coverage
- security procedures
- responsibility for equipment maintenance
- emergency preparedness and evacuation procedures

Note that this list is not all-inclusive. Nutrition programs may add additional items to agreements as necessary.

8.4.27.8 Dining Centers in Senior Centers

The nutrition program will work with the senior center to establish a systematic procedure which ensures coordination between the nutrition program and the senior center.

- A written agreement will be developed which identifies the responsibilities and relationship between the center and the nutrition program.
- Written grievance procedures will be established to deal with disagreements between the nutrition program and the senior center.
- Other written material, necessary for identifying program relationships, should be developed. Examples include job descriptions and organizational charts.

8.4.27.9 Dining Centers in Restaurants

Nutrition programs are permitted to provide restaurant-based congregate meal service. Restaurant-based dining centers must adhere to all nutrition program policies, unless indicated otherwise in this section.

When considering a restaurant-based dining center, the nutrition program is responsible for the following:

- Ensuring that the restaurant is licensed, follows the Wisconsin Food Code, and is inspected regularly by the local public health department.
- Ensuring that the restaurant provides meals to program participants that meet nutrition program standards for meals (1/3 DRI and compliance with Dietary Guidelines for Americans).
- Ensuring that the restaurant meets accessibility requirements specified in **8.4.27.1**.
- Ensuring that the restaurant has appropriate emergency preparedness procedures in place that can accommodate an older adult population.

A nutrition program representative must be present on-site as a designated dining center manager during meal times. The dining center manager oversees administrative functions such as signing in for meals, registering for the program, collecting and accounting for contributions made by participants, and ensuring that the restaurant does not make unapproved substitutions for menu items. Restaurant staff **are not** permitted to function as dining center managers. The dining center manager also greets participants, obtains feedback from participants regarding quality of meals and service, and serves as a point of contact for the aging unit.

The restaurant may plan menus and food item choices, but the nutrition program's program nutritionist and nutrition director must approve menus and/or food choices available to program participants before they are offered. Procedures must be in place for the restaurant to communicate menu changes and substitutions to the nutrition program. The nutrition program will ensure that menus and/or food choices are clearly explained/advertised to participants.

Programs contemplating a restaurant dining center must submit a **Request for Restaurant Dining Center Approval Form** to the AAA for review.

8.4.27.9.1 Requirements for Written Agreement Between Nutrition Program and Restaurant

Before entering into an agreement with a prospective restaurant, the nutrition director will conduct an on-site visit of the restaurant and its kitchen facilities to determine that nutrition program requirements can be met and appropriate food safety and sanitation practices are in place.

The nutrition program and the restaurant must have a written agreement in place that addresses the following in addition to the requirements in **Section XX Contracts with Meal Providers**:

	Traditional Restaurant Dining Center	Voucher Program in a Restaurant
Vouchers are provided for participants to redeem at specified restaurants, cafes, or other food service establishments.		X
Participants must register to participate and must be given the opportunity to voluntarily contribute toward their meals.	X	X
Participants meet at the restaurant on a specific day and during a specific time period.	X	
Participants can eat at any time in which vouchers are honored, typically at any time the facility is operating.		X
A nutrition program representative is on-site as a designated dining center manager during meal times. The dining center manager oversees administrative functions such as signing in for meals, registering for the program, and collecting and accounting for contributions made by participants. The dining center manager also greets participants and serves as a point of contact for the aging unit.	X	
Participants are given the opportunity to voluntarily contribute on-site at the restaurant.	X	
The nutrition program's program nutritionist and nutrition director must approve menus and/or food choices available to program participants before they are offered.	X	X
Specific menu(s) are planned and available for program participants. All menus offered must meet the nutrition program's meal standards (1/3 DRI and compliance with Dietary Guidelines for Americans).	X	X
The restaurant, café, or other food service establishment must be licensed, follow the Wisconsin Food Code, and be inspected regularly by the local public health department.	X	X
The restaurant, café, or other food service establishment must meet accessibility requirements specified in 8.4.27.1.	X	X
Tips for service staff must be included in the per meal price that the nutrition program pays the food service establishment.	X	X

8.4.27.2 New or Relocated Dining Centers

To open a new dining center or to relocate one, the nutrition program will obtain approval from the area agency on aging. To obtain approval, the program will complete and submit a **New or Relocated Dining Center** form (Section Error! Reference source not found.XX) to the area agency for review, **60 days before the effective date of opening or relocation,** or when feasible and demonstrate the need for the new dining center and that the program has sufficient resources necessary to support it.

This information will be included in the county/tribal plan or as an amendment to the current county/tribal plan submitted to the area agency on aging.

8.4.27.3 Temporary Closure of Dining Centers

Nutrition programs will identify for area agencies those days when they expect that a dining center will be closed for longer than one (1) week. When reporting to the AAA, programs should identify the affected days and explain how they will meet participants' nutritional needs during the closure. If a nutrition program identifies that the dining center will be closed for more than one (1) week, the nutrition program will obtain approval from the AAA. For temporary closures that are less than one (1) week, nutrition programs are not required to notify the AAA. Examples of such closures might include closures that occur because of severe weather, cleaning, repair, redecoration, problems with caterer, or expected standard business closures.

To obtain approval, the program will complete a **Dining Center Closure or Days of Service Change** form (Section XX) and submit this to the AAA for review, 60 days before the effective date of closure, or when feasible.

8.4.27.4 Dining Center Closure or Days of Service Change

Before permanently closing a dining center or changing its days of service, the AAA will be provided with (1) written rationale for the closure or days of service change, and (2) written approval by the local commission on aging and the local advisory council.

When a dining center is to be permanently closed or its days of service permanently changed, all of the following procedures will be followed:

- The program will notify participants at the dining center to be closed, at least 30 days before the last day of meal service, of the intent to close.
- The nutrition program will notify the AAA, in writing, of the intent to close a dining center or change the days of service, and will obtain approval from the AAA. To obtain approval, the nutrition program will complete and submit a **Dining Center Closure or Days of Service Change** form (Section ~~Error! Reference source not found.~~XX) to the AAA for review, 60 days before the effective date of closure or days of service change, or when feasible.
- The program will present rationale for the dining center closure, which rationale is based on lack of attendance, inability to meet minimum standards and/or other requirements, loss of resources or other justifiable reasons.
- The respective AAA is to review the rationale and determine that all options have been exhausted for keeping the dining center open or for relocating it. If there remains a need for service in the area served by the dining center, efforts should be made to develop a new dining center and/or assist participants in attending another existing dining center.

The AAA will approve, in writing, the closure or change in days of service of all dining centers operating with Title-III funds, and will notify BADR of all dining center closures and changes to days of service.

8.4.24 Taking Food Home

Senior dining participants have the option to take home any part of a meal served to them at a dining center. The safety of food after it has been served to a participant and when it has been removed from the dining center is the responsibility of the participant. Program staff and volunteers should educate participants on safe food-handling practices. Overproducing food for the specific intent of producing leftovers that can be taken home is not allowed.

8.4.25 Carryout Meals

This policy addresses the issue of whole meals being taken from the senior dining center. Please see the policy above which refers to participants taking home uneaten parts of their meals.

Carryout meals, as a regular practice, are not allowed in the senior dining nutrition program.

Nutrition programs may allow a small number of meals as "carryout." These meals will be reported as congregate meals unless the individual has had a full in-home assessment for home delivered meals.

Carryout meals are allowed if all of the following conditions have been met:

- A written procedure must exist for the handling of carryout meals, and must have been approved by a qualified nutritionist.
- The meal must be served to a registered program participant.
- Instances when a carryout meal may be permitted include:
 - A spouse, domestic partner, family member, roommate, or close neighbor can safely deliver a meal to a regular congregate participant who has a temporary illness or condition. When the duration exceeds two weeks, the participant must be evaluated for a home delivered meal.
 - A spouse, domestic partner, family member, roommate, or close neighbor can safely deliver a meal to a participant who qualifies for a home delivered meal but is not receiving a meal due to lack of program resources to enable delivery
- The individual has a mental condition which indicates a need for carryout meals. A note from a medical provider indicating this need is required?
- The person taking the meal must be instructed in food safety guidelines for the meal and written food safety instructions must accompany the meal.
- The dining center manager or other individual in charge of releasing the meal has the responsibility to not send the meal if they feel it cannot be delivered safely.

8.4.27.5 Prayer at Dining Centers

Each participant has a free choice whether or not to pray, either silently or audibly. The prayer or other religious activity is not to be officially sponsored, led or organized by

persons administering the nutrition program or dining centers, including program volunteers during the period of time they are volunteering.

8.4.28 Administration of the Home Delivered Meal Program

This section includes policy as it relates to the administration of the home delivered meal program.

8.4.2 Home Delivered Meals: Level of Service

OAA Sec. 336. PART C: NUTRITION SERVICE. SUBPART 2:

HOME DELIVERED NUTRITION SERVICES PROGRAM AUTHORIZED:

"The Assistant Secretary shall carry out a program for making grants to states under State plans approved under section 307 for the establishment and operation of nutrition projects for older individuals that provide"

- (1) *on 5 or more days a week (except in a rural area where such frequency is not feasible (as defined by the Assistant Secretary by rule) and a lesser frequency is approved by the State agency) at least one home delivered meal per day, which may consist of hot, cold, frozen, dried, canned, fresh, or supplemental foods and any additional meals that the recipient of a grant or contract under this subpart elects to provide; and*
- (2) *nutrition education, nutrition counseling, and other nutrition services, as appropriate, based on the needs of meal recipients.*

- Meals will be served five (5) or more days per week, except in areas where such frequency is not feasible and a lesser frequency is approved by the area agency on aging.
- The nutrition program will promptly meet an eligible individual's request for home delivered meals and will continue to provide those meals as long as the person needs them and funding is available. If the home delivered meal program is serving at capacity, then eligible individuals will be put on a waiting list (See [Section]).
- Programs will make every effort to provide two (2) or three (3) meals per day, seven (7) days per week, to those who need them and/or have no other assistance with their nutritional needs.

8.4.28.1 Home Delivered Meal Instructions

Written and/or (when necessary) verbal instructions will be given to participants for handling and possible reheating of the meals. All home delivered meals will be clearly marked with the date the meal was served.

8.4.28.2 Delivery Requirements

Nutrition program staff or volunteers must deliver meals into the hands of the recipient, a caregiver, or another person designated by the recipient unless other arrangements have been specified in a written agreement that includes:

- the designation of a holding place and a procedure that will protect the meals from contamination, dust, insects, rodents, and other animals;
- a statement specifying that the provider accepts responsibility for providing notice of the time that meals were delivered, safe holding temperatures for those

meals, and time limits regarding safe consumption of the foods included in the meals; and

- a statement specifying that the recipient accepts responsibility for determining whether the meals are safe to eat.

Nutrition programs will have policies in place that ensure that home delivered meals are not left unattended if the client is not at home.

8.4.28.3 Background Checks for Home Delivered Meal Drivers

To help assure the safety of home delivered meal participants, nutrition programs must have a process in place to conduct background checks for each paid and volunteer home delivered meal driver. At a minimum, paid nutrition program staff (not volunteers) must conduct a search on the Wisconsin Circuit Court Access (WCCA) Website and the US Department of Justice National Sex Offender Public Website (NSOPW). Both of these searches can be conducted free of charge. If such searches reveal a concern, nutrition programs must conduct a name-based background check through the Wisconsin Department of Justice Crime Information Bureau's (CIB's) Centralized Criminal History (CCH) database. There is a cost associated with this background check. Payment, along with a request form and self-addressed stamped envelope, must be submitted to the CIB.

If local policies for conducting background checks are stricter, such as requiring CCH checks on all paid and volunteer drivers, such policies and procedures should be followed.

Generally speaking, a nutrition program may refuse to hire an individual or refuse to allow an individual to volunteer on the basis of a conviction only if the circumstances of the conviction substantially relate to the requirements of the home delivered meal driver position and present a concern for the safety of home delivered meal recipients.

8.4.8 Waiting Lists

When nutrition program resources are fully committed and the program is unable to provide meals to all eligible individuals, it may become necessary to determine priorities of service or to create waiting lists for services.

- The decision to place eligible recipients of a home delivered meal on a waiting list, and their position on such a list, will be based on greatest need in accordance with the policy established by the nutrition program in consultation with the area agency on aging (AAA).
- Under-60 waivers cannot be "grandfathered in." If a waiting list is necessary, all under-60 participants who were previously granted waivers must be removed from the program so that eligible individuals may have priority. See Section XX – non-elderly
- Each waiting list policy established by the nutrition program must be submitted to the AAA for review and approval before implementation.
- The most common method of forming a waiting list is on a "first-on, first-off" basis. This means that all new participants are placed on a waiting list; then, as resources

become available they are removed from the list and placed into the program in the order they were placed on the list.

- Another method to determine inclusion in the program and removal from the waiting list is to prioritize higher-nutritional-risk persons and move them off the waiting list before those with a lower nutritional risk. This method would involve an eligibility assessment and/or nutrition screening before someone is placed on the list.
- Occasionally a geographical area is short of driver/delivery resources and may require a waiting list until drivers are available. When this situation occurs, the program will put a priority on finding drivers.

8.4 Nutrition Program Administration

8.4.3 Nutrition Screening

Nutrition screening uses a nutrition screening checklist to help identify participants who are at nutritional risk.

All participants receiving services with Title III-C funds will receive a nutrition screen at least once per year. The nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS).

The required screening tool in Wisconsin is the "DETERMINE Your Nutritional Health" checklist. Nutrition programs are required to keep the wording of the questions, the order of the questions and all scoring/point values the same. See **Section XX** of this manual.

8.4.9 High-Risk Individuals Needing Additional Meals

When sufficient funding and resources are available, programs may offer additional morning, evening and/or weekend meals to participants on a voluntary contribution basis. Provision of such meals requires approval from the program nutritionist. Programs offering additional meals must have procedures in place to determine who is eligible for additional meals which includes the following criteria:

- Priority must be given to individuals at high nutritional risk. Additional meals may only be provided to individuals who are not at high nutritional risk if sufficient resources are available to do so and there are no existing waiting lists for meals.
- The individual does not have other resources to provide additional meals.
- The individual must have facilities to store meals that are delivered.
- The individual must be able to, or have a friend or family member available to, operate kitchen equipment which is required to reheat prepared, delivered meals for consumption.

8.4.27.7 Participant Registration Systems and Meal Reservation

A participant registration or intake system ensures the collection of **required** program data. (See Section - **NAPIS** of this manual.) All nutrition program participants are required to register before participating in the nutrition program so that nutrition program staff can determine whether the individual is an eligible participant.

The following information, at a minimum, must be asked as part of the registration process for each Title III senior dining participant at least annually. Name and age are required for participation.

- Name (first, middle initial, last)
- Date of Birth or Age
- Address, City, State, Zip Code
- Gender
- Living Arrangement (whether the participant lives alone)
- Marital Status
- Race
- Ethnicity
- Income (above or below the federal poverty level)
- Nutrition Risk Score

The following information, at a minimum, must be asked as part of the registration and assessment process for each Title III home delivered meal participant at least annually. Name, age, and other items necessary for determining eligibility for home delivered meals are required for participation. This information will be documented in the assessment component of SAMS (See Chapter 14).

- Name (first, middle initial, last)
- Date of Birth or Age
- Address, City, State, Zip Code
- Gender
- Living Arrangement (whether the participant lives alone)
- Marital Status
- Race
- Ethnicity
- Income (above or below the federal poverty level)
- Nutrition Risk Score
- Activities of Daily Living (ADLs)
- Instrumental Activities of Daily Living (IADLs)
- Reasons Participant is Eligible for Home Delivered Meals (See Section 8.4.7.2 Eligibility for Home Delivered Meals for eligibility criteria).

Updated federal poverty guidelines are released in the Federal Register in early spring. Because these guidelines are not used by the nutrition program to determine eligibility for program participation, nutrition programs may delay updates to participant registration and assessment materials until the beginning of the next federal fiscal year (October 1). Aging programs use the federal poverty guidelines in effect at the beginning of the federal fiscal year for reporting on aging program activities throughout that fiscal year.

Nutrition program staff are responsible for informing participants about why information is being asked, that provision of such information is tied to program

8.4.10.1 Codes of Conduct and Behavioral Policies for Participants

Each nutrition program will establish local codes of conduct and behavioral policies for participants. Policies will:

- Prohibit obscene language, name calling, gossip, and harassment of other participants and nutrition program staff and volunteers.
- Establish a zero-tolerance policy for bullying of other participants and nutrition program staff and volunteers.
- Remind individuals that all participants, staff, and volunteers will be treated with consideration, respect, and recognition of each individual's dignity.
- Prohibit saving of seats in nutrition program dining centers.

8.4.4 Nutrition Education

Nutrition education enables a program to promote better health by providing accurate and culturally sensitive information and instruction about nutrition, physical fitness, or health (as it relates to nutrition); both to participants and caregivers, in a group or individual setting.

2016 Education Plan: 2 Table Tops?

Nutrition education will be provided a minimum of four (4) times per year (one time per quarter) to participants in congregate and home delivered meal programs. Where feasible, each program will provide monthly nutrition education suitable to participant needs and interests.

- Examples of education delivery include cooking demonstrations, educational taste-testing, presentations, walk-by displays, and lecture or small-group discussions, all of which may be augmented with printed materials. When offering food samples at a nutrition education event, food must be served in a safe and sanitary manner consistent with food-code regulations and must be consistent with nutrition guidelines for the program.
- Nutrition education for home delivered meal participants may consist solely of printed material.
- The program nutritionist will provide input and will review and approve the content of nutrition education before it is presented.
- Nutrition education topics that must be presented a minimum of once per year include specific foods or nutrients of concern for older people according to the most recent Dietary Guidelines for Americans (examples include vitamin B₁₂ and vitamin D) and food safety.
- Participants will be involved in determining which topics to include.
- The education is more effective when the information presented is relevant to a participant's personal, cultural and socioeconomic circumstances.

Contact the AAA or BADR for resources on nutrition education.

8.4.5 Nutrition Counseling and Other Nutrition Interventions

Nutrition counseling means the provision of individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medication usage or chronic illnesses. Counseling includes advice about options and

- All milk products used and offered must be pasteurized. Fluid milk will meet Grade A quality standards as established by law.
- All purchased meats and poultry will be from sources under federal or state inspection. All animals used for meat must be slaughtered in a licensed slaughterhouse or under the antemortem and postmortem inspection of a licensed veterinarian.

8.5.12 Use of Donated or Discounted Food

Using donated or discounted food from a food bank can significantly reduce food costs. Nutrition programs may use contributed and discounted foods only if they meet the same standards of quality, sanitation and safety as apply to foods purchased from commercial sources.

Acceptable items include the following:

- fresh fruits and vegetables received clean and in good condition, and not cut, skinned, peeled or otherwise processed
- eggs that are intact (i.e. shell with no cracks). Note that if eggs are not pasteurized, they can only be used if prepared and served in compliance with the Wisconsin Food Code's recommendations for high risk populations.
- game from a licensed farm processed within two hours of killing by a licensed processor (unless the nutrition program operates in a facility that serves primarily Indians, see Section XX Donated Native Traditional Foods)
- food collected from a food bank which can be prepared and served before the expiration of the freshness date

In accordance with the Wisconsin Food Code (see Section [Error! Reference source not found.](#) 8.6.2 and 8.6.9.9 of this chapter), unacceptable items include the following:

- food which has passed its expiration date
- home-canned or preserved foods
- foods cooked or prepared in an individual's home ✓
- road-killed deer or game
- wild game donated by hunters
- fresh or frozen fish donated by sportsmen
- alcoholic beverages

A local nutrition program may determine and specify with a local policy that they do not wish to incorporate "acceptable" donated or discounted foods into their menus.

If a participant wishes to bring in an "unacceptable" donated food to share with participants, such as a birthday cake prepared in a private home, it is permitted only if the food is kept completely separate from the nutrition program's food and if participants are informed that these items were prepared in a private home and may not have been prepared using Wisconsin Food Code-compliant standard practices.

- Frozen meals will be maintained and delivered in a solid frozen state.
- Frozen meals must only be provided in situations where it is not logistically feasible to provide the client with hot meals, with the following exceptions: holidays, weekends, second meals or emergency situations.
- Participants will be given written instructions on proper handling and reheating of the meals upon initiation of this service and at least annually thereafter.
- Programs will limit their use of commercially available frozen entrées or TV dinners. Such foods must be approved for use by the program nutritionist. Concerns about these products include high-fat and high-sodium content, small serving sizes (especially for vegetables), and frequent changes to entrée size and/or content. If a program decides to purchase and distribute commercially pre-packaged meals, these meals must meet OAA nutrition program guidelines.
- See Section [Error! Reference source not found.8.4.23](#) of this chapter for policy on freezing leftovers.

8.4.26.6 Extra Meals

Some nutrition programs offer an extra meal for higher-risk participants. These meals must follow nutrient requirements for two or more meals offered per day. These meals must be approved by the program nutritionist. See Section 8.4.9.

8.4.21 Adaptive Equipment

All nutrition programs will coordinate with the aging unit or other organizations to make available for use upon request, food containers, utensils, and other adaptive equipment for people with visual impairments, hearing impairments, and others with special needs who require adaptive equipment. Examples include utensils with specialized handles, divided plates, cups with handles, nose cups, etc.

8.6 Food Safety and Sanitation

OAA Sect 339 (2)F:

"Comply with applicable provisions of State or local laws regarding the safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, service and delivery of meals to an older individual."

Safe food practices by nutrition programs cannot be compromised. In all phases of the food service operation, nutrition programs will adhere to state and local fire, health, sanitation and safety regulations applicable to the particular types of food-preparation and meal-delivery systems used by the program.

8.6.1 Wisconsin Food Code and the Elder Nutrition Program

The State of Wisconsin Department of Health Services (DHS) Division of Public Health (DPH), in cooperation with the Department of Agriculture, Trade and Consumer Protection (DATCP), develop sets of laws for restaurants and other food service establishments. The Wisconsin Food Code, based on the U.S. Food and Drug Administration's (FDA's) recommended model food code, is the food code that federal law, as noted above, dictates that Wisconsin's elder nutrition programs must follow.

hazardous/TCS foods for Wisconsin's elder nutrition program is no less than 140° F for hot foods.

- Nutrition programs will use regularly calibrated thermometers for checking food temperatures. In addition, refrigerators and freezers located at food preparation and dining centers will have thermometers. All thermometers must be calibrated at **least weekly** and be accurate to within 2°F.
- Hot food which arrives at a temperature below 140° F must **not** be served. Cold food which arrives at a temperature higher than 41° F must **not** be served.
 - In catered operations, contract language should state that such rejected food will be returned to the caterer. Either the monetary value of the rejected food should be subtracted from the reimbursement to the caterer for that day or the caterer should immediately supply a substitute item that complies with nutrition program guidelines for meal service that day.
 - In program-operated kitchens, the situation must be rectified and food must be handled in a manner consistent with principles of safe food handling as described in the Food Code. (See Section **Error! Reference source not found.** 8-6 of this chapter.)
- Food temperatures at the time of service and at the time of delivery will be no less than 140° F for hot foods and no more than 41° F for cold foods.
- Internal temperatures of potentially hazardous/time and temperature controlled for safety (TCS) foods must follow the guidelines outlined in the Wisconsin Food Code.
 - Cooling temperatures will have a maximum of six (6) hours using a two-step process. For the most part, potentially hazardous foods must be cooled from 140° F to 70° F within two (2) hours, and from 70° F to 41° F or below within an additional four (4) hours.
- Food temperatures should be monitored for compliance with the Wisconsin Food Code at the following times:
 - At the time of service (for senior dining meals)
 - At the time of food arrival (for catered operations).
 - At the time of packaging (for off-site delivery, including home delivered meals).
 - Every 30 minutes until all of the meals are served to participants.
- Food temperature records are to be kept on file for a period of one year.
- Each nutrition program will have written procedures for handling potentially hazardous/TCS foods that do not meet or maintain correct temperatures.

8.4.28.2 Home Delivered Meal Temperatures

- Food will be delivered at safe temperatures to prevent food-borne illness.
- Hot food will be maintained and delivered at 140° F or above or it will not be served.
- Cold food will be maintained and delivered at 41° F or below or it will not be served.
- Frozen food will be maintained and delivered in a solid frozen state or it cannot be left with the participant.

The program will test home delivered meals for temperature compliance every one to three months, but no less than quarterly, to ensure the quality and safety of the meal. Routes longer than one hour in duration must test HDM temperatures monthly. This can be done by transporting an extra meal on a home delivered meal route and taking the temperature of the meal after all other meals have been delivered or at the time the driver returns to the home delivered meal dispatch site. All menu items which require temperature control must be tested each time.

8.6.9.4 Date Marking

- Ready-to-eat (RTE) *potentially hazardous/TCS* food held for more than 24 hours in an establishment must be clearly marked at the time of preparation to indicate that the food will be consumed, sold or discarded within seven (7) calendar days or less from the day that the food is prepared. The day of preparation is considered day one (1).
- Refrigerated RTE *potentially hazardous/TCS* food items prepared in advance must be discarded in seven (7) days if held at 41° F or less. RTE *potentially hazardous/TCS* food items which are prepared, frozen and thawed must be controlled by date marking to ensure that the items are consumed in seven (7) days held at refrigeration temperatures.

8.6.8.1 Receiving Foods

Refrigerated *potentially hazardous/TCS* cold food items must be received at 41°F or less or must be rejected. *Potentially hazardous/TCS* hot food items that have been cooked to proper minimum internal temperatures must be received at 140°F or higher or must be rejected.

Foods that are received past their expiration dates will be rejected.

8.6.9.2.1 Cleaning and Sanitizing Food Contact Surfaces

Cleaning and Sanitizing of food contact surfaces must always be a minimum two-step process. Food-contact surfaces must be cleaned first and then sanitized. Cleaning and sanitizing, regardless of the solution used, cannot be done at the same time. Only those chemical solutions approved in the Wisconsin Food Code are approved for use in sanitizing – quaternary ammonia, chlorine bleach and iodine solution. **Proper concentration of sanitizing solutions MUST be ensured at all times by regularly using the appropriate chemical testing strips.**

When cleaning and sanitizing, the following procedure must be followed each and every time: surfaces must be cleaned with a detergent or other appropriate cleaning solution, rinsed when and if necessary, approved sanitizing solution of proper concentration applied, and then left to air dry.

8.6.8.2 Handwashing

Foodservice employees shall keep their hands and exposed body portions of their arms clean. Food employees shall clean their hands and exposed portions of their arms for at least 20 seconds. Water for hand washing shall be 100°F or hotter.

Scrubbing of hands, arms and fingers shall be no less than 10-15 seconds. Drying shall occur with either disposable single-use towels or a blown air hand dryer only.

8.6.9.6 Bare-Hand Prohibition

Bare-hand contact with ready-to-eat foods is prohibited. Gloves, deli paper, tongs or other suitable utensils can be used to handle ready-to-eat foods.

8.6.9.7 Hand Washing Before Using Gloves

If gloves are used, employees must effectively wash their hands *before putting on gloves* when working with food.

8.6.8.3 Hand Sanitizers

Hand sanitizing gels should **never** take the place of proper hand washing. The only acceptable use of hand sanitizing gels is **after** proper hand washing **prior to** applying single-use gloves; or during non-food activities. Standard hand sanitizing gels may not come in contact with any food item or food-contact surface as it will be considered a non-approved food additive.

8.6.9.10 Hands-Free Faucets

Non-hand-operated faucets at all hand sinks (including those in restrooms) are required for new construction or when a hand sink or sink faucet requires replacement.

8.6.9.8 Effective Hair Restraints

Food service employees shall wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food, clean equipment, utensils, and linens, and unwrapped single-service and single-use articles such as disposable cups and utensils. This does not apply to counter staff members who only serve as wait staff if they present a minimal risk of contaminating exposed food or food-contact surfaces.

8.6.9.8 Footwear

Although not specified in the Wisconsin Food Code, appropriate footwear is essential in food service operations in which spills, splashes, sharp and falling objects are a risk. Nutrition programs are strongly encouraged to have local policies in place outlining expectations regarding footwear and requiring adequate protection while working with food, utensils and equipment.

8.6.9.2 Demonstration of Knowledge/Person in Charge

A person in charge must be present in the food establishment during all hours of operation. Based on the risks of foodborne illness inherent to the food operation, during inspections and upon request the person in charge shall be able to demonstrate knowledge of foodborne disease prevention, application of HACCP principles, and the requirements of the Wisconsin Food Code. The person in charge shall demonstrate this knowledge by:

- Complying with the Wisconsin Food Code by having no violations during the latest inspection;
- Holding a current Food Manager Certificate; or
- Demonstrating food safety principles based on the establishment's specific operations.

8.6.9.3 Employee Health

- (1) Workers must be *excluded* from food preparation and service if exhibiting signs and symptoms of having a food-borne illness.
- (2) A sudden onset of vomiting and/or diarrhea requires removal and prohibited reentry of the employee to the establishment until symptom free for 24 hours.
- (3) The person in charge may remove an exclusion for an employee if the person excluded is asymptomatic for 24 hours after having a non-infectious condition. Documentation from a licensed medical authority is required for any employee or volunteer who has been diagnosed with *e. coli*, *Shigella*, *Salmonella*, *Norovirus*, or *Hepatitis A*.

8.6.8 Hazard Analysis Critical Control Point (HACCP)

Nutrition programs are encouraged to incorporate HACCP plans and their principles into their operations to improve food safety at all levels of food service. Formal HACCP plans are required by the Wisconsin Food Code for specific food safety practices, such as sous vide cooking. ,

A HACCP Plan involves the following seven principles:

- **Analyze hazards.** Identify potential hazards associated with a specific food and measures to control those hazards. A hazard could be biological (e.g., a microbe), chemical (e.g., a toxin), or physical (e.g., ground glass or metal fragments). Nutrition programs must critically evaluate their flow of food to determine where in the system hazards can make food unsafe.
- **Identify critical control points.** These are points in a food's production at which a potential hazard can be controlled or eliminated, starting with the food's raw state, continuing through processing and shipping, and ending in consumption by the consumer. Examples include cooking, cooling, packaging and metal detection.
- **Establish preventive measures with critical limits for each control point.** For, e.g., a cooked food, this might include setting the minimum cooking temperature and time required to ensure the elimination of any harmful microbes.
- **Establish procedures to monitor the critical control points.** Such procedures might include determining how and by whom cooking time and temperature should be monitored, and measuring the internal temperature with a calibrated thermometer.
- **Establish corrective actions to be taken when monitoring shows that a critical limit has not been met.** Examples include reprocessing or disposing of food if the minimum cooking temperature is not met or rejecting a food item if it is not received at the correct internal temperature.
- **Establish procedures to verify that the system is working properly.** For example, use time-testing and temperature-recording devices to verify that a cooking unit is

working properly, regularly calibrating thermometers, and using temperature logs for food and equipment.

- **Establish effective record-keeping to document the HACCP system.** This includes a record of hazards and their control methods, the monitoring of these records and safety requirements, and action taken to correct potential problems.

8.6.9.12 Food Allergies

All staff and volunteers of the nutrition program must be adequately trained in food allergies. All foodservice staff must receive training so they can describe foods identified as major food allergens, and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction. It is the duty of the person in charge to ensure that employees are properly trained in food safety, including food allergy awareness, as it relates to their assigned duties.

All staff must be aware of the signs of allergic reaction, which can include wheezing or shortness of breath, hives or itchy rashes, swelling of the face, eyes, hands or feet, or in some severe cases, anaphylaxis, which can lead to death. If a customer looks like they are experiencing a severe allergic reaction, call 911 immediately.

The major food allergens are:

- Milk
- Eggs
- Wheat
- Soy
- Peanuts and tree nuts, such as almonds, walnuts and pecans
- Fish and shellfish, including lobster, shrimp and crab

Food allergies can come on at any age, so any and all reports of food allergies must be taken seriously. All staff must be aware of the most common food allergens and the menu items that contain them.

8.6.9.9 Outside Foods / Foods Prepared in Private Homes

Food will be obtained only from approved, reputable suppliers. Food prepared in a private home may not be used or offered for human consumption in a foodservice establishment.

8.6.9.13 Condiments

Condiments served in the nutrition program must be protected from contamination. Serve them in their original containers or in containers designed to prevent contamination. Offering condiments in individual packets or portions can also help keep them safe. Never re-serve uncovered condiments. Do not combine leftover condiments with fresh ones. Throw away opened portions or dishes of condiments after serving them to customers. Salsa, butter, mayonnaise, and ketchup are examples.

8.6.9.11 Foodborne Illness Outbreaks

If a nutrition program suspects a foodborne illness outbreak, the following should be done at the local level:

- Gather information (contact information for persons affected, food eaten that caused outbreak, onset and description of symptoms from persons affected, etc.)
- Notify the local public health department. Provide appropriate documentation, such as temperature logs, HACCP documents, staff files, etc.
- Set the suspected product aside if any remains. Include a label with “Do Not Use” and “Do Not Discard” on the product.
- Log information about the suspected product. This might include a product description, production date, and lot number. The sell-by date and pack size should also be recorded.
- Maintain a list of food handlers scheduled at the time of the suspected contamination. Interview them immediately about their health status.

Nutrition programs suspecting a foodborne illness outbreak must also report the foodborne illness to the AAA and BADR.

8.6.9.12 Food Recalls

Food items a nutrition program has received may sometimes be recalled by the manufacturer when food contamination is confirmed or suspected or when items have been mislabeled or misbranded. Most vendors will notify food distributors or food providers of the recall. If nutrition programs are notified of a recall of a food product used by the program:

- Identify the recalled food items by matching information from the recall notice to the item. This may include the manufacturer’s ID, the time the item was manufactured, and the item’s use-by date.
- Remove the item from inventory, and place it in a secure and appropriate location. That may be a cooler or dry-storage area.
- The recalled item must be stored separately from food, utensils, equipment, linens, and single-use items.
- Label the item in a way that will prevent it from being placed back in inventory. Some operations do this by including a Do Not Use and Do Not Discard label on recalled food items. Inform staff not to use the product.
- Refer to the vendor’s notification or recall notice for what to do with the item. For example, whether to discard or return it to the vendor.

8.6.7 Animals

Animals are not allowed where food is prepared, served, stored, or where utensils are washed or stored. Service animals are permitted in areas where food is not being prepared or stored, such as dining areas, if a health or safety hazard will not result from the presence of the service animal.



8.4.15.3 Supplies

- Regularly monitor usage of china, glassware and all disposables.
- When feasible, opt for use of china, glassware, and other reusable supplies in place of disposables.
- Use chemical dispensers to control use of cleaning products. (Too little is a sanitation risk; too much is wasteful and a safety hazard).
- Monitor usage of office supplies.

8.4.15.4 Building Costs/Utilities

- Monitor cleanliness of food production area and service area.
- Ensure that adequate security measures are implemented in all areas of the operation to prevent loss, theft, tampering of food, etc.
- Limit the number of keys available to all areas and monitor use of extra keys.
- Set up an inventory control system which allows you to quickly spot shortages.

8.4.15.5 Personnel/Labor

- Train staff on policies and procedures, including food safety and sanitation practices.
 - Determine and continually monitor the number of labor-minutes per meal required for all operations and determine where improvements can be made.
 - Calculate and continually monitor the rate of employee turnover and determine where improvements can be made.
 - Review job descriptions and duty schedules regularly.
 - Monitor staff compliance with work routines. Review work distribution loads and change these as needed to maintain efficiency.
- Schedule periodic conferences with the administrator for reviewing the operation's service and cost factors.

8.4.23 Reducing Food Waste: Second Helpings and Leftovers

Each program will implement procedures designed to minimize wasted food, including leftovers and uneaten meals. At a minimum, programs will do all of the following:

- Evaluate and minimize the difference between the number of meals prepared or received from the vendor and the number of meals served.
- Portion control methods will be reviewed with the staff and, when applicable, the food provider, to ensure that all participants are receiving equivalent amounts of food and to reduce the amount of leftover food.
- When feasible, offer second helpings to participants at dining centers. Offer second helpings to participants in a fair manner.
- The safety of food, after it has been served to a participant and when it has been removed from the dining center, is the responsibility of the participant. However, program staff and volunteers should educate participants on safe food-handling practices.
- Prohibit program staff and volunteers from taking home leftover food from any dining center or preparation facility.

- If the nutrition program chooses to provide participants with containers for taking home uneaten food, only new, never-used containers may be provided and participants must be instructed that the safety of food after it has been served to a participant and when it has been removed from the dining center is the responsibility of the participant.

When feasible, leftover food from on-site cooking facilities may be incorporated into subsequent senior dining or home delivered meals if cooled according to the Wisconsin Food Code guidelines (see Section [Error! Reference source not found.8.6.2](#) of this chapter). This includes re-serving leftovers as individual frozen meals. Programs which use this option will have a written policy and procedure.

8.4.19 Emergency Preparedness

Each program will ensure that preparation has taken place at each dining center for procedures to be followed in case of an emergency. In addition, staff and volunteers delivering meals will be trained in methods of handling emergencies.

Examples of measures include the following:

- an annual test of evacuation procedures at dining centers or an in-service regarding evacuation procedures in the event of a fire or other disaster
- posting and training of staff and regular volunteers on procedures to be followed in the event of severe weather or natural disasters
- posting and training of staff and regular volunteers on procedures to be followed in the event of a medical emergency



Laminate a one-page emergency procedure sheet for each dining center and for all drivers to keep in their vehicles.

8.4.20 Emergency and Disaster Plans

Each program will develop and have available written plans for emergency situations such as short-term natural disasters (e.g., snow or ice storms), loss of power, physical plant malfunctions, etc. For more information about pre-planning for emergency self-stable meals, see Section [Error! Reference source not found.](#) of this chapter.

- Nutrition programs will participate in the service area response to disasters as requested and appropriate.
- Eligibility for the program may be expanded to meet the circumstances of a disaster.
- Costs of these emergency efforts may be reimbursed if the service area is declared a federal disaster area.
- Plans will include the distribution of information to participants on how to stock an emergency food shelf.
- Plans will specify whether central/on-site kitchens could be made available for food preparation.
- Dining programs will have a plan in place to access neighboring sites to support continuation of service in the event of emergency; within the county or tribal reservation as well as neighboring county and tribal dining centers. For example, in the event of minor emergencies such as power outages or flooding, there will be a plan to