

# **FRANKLIN COUNTY SENIOR OPTIONS**

## **SERVICE SPECIFICATIONS**

*(These rules are subject to change to comply with federal, state, and local laws.)*

## HOME-DELIVERED MEALS SERVICE SPECIFICATIONS

*(These rules are subject to change with each new contract cycle.)*

### **1.0 Definition**

The Home-Delivered Meal service is designed to promote adequate client nutrition through the provision and home delivery of one or two safe and nutritious meals per day.

The Emergency Replacement Meal is designed to promote adequate client nutrition through the provision and home delivery of a shelf-stable meal to be used by a client in an emergency when their scheduled meal delivery cannot be made due to severe weather conditions, power outages, etc.

### **2.0 Unit of Service**

2.1 A unit of service is one meal prepared and delivered to the client's residence.

2.2 The unit rate shall include administration, travel, documentation time and preparation, packaging, and delivery of a meal.

### **3.0 Provider Agency Requirements**

3.1 The Provider shall maintain all appropriate food vendor licenses and be able to produce evidence of, and compliance with, the latest local health department inspections and Ohio Department of Agriculture inspections. The Provider shall report all citations to the FCOA Quality Improvement Administrator within five business days of receipt of report following local department of health or Ohio Department of Agriculture inspections and plans for corrective action and follow-up.

3.2 Food preparers shall develop and implement a time/temperature monitoring system for food preparation, food handling, and food delivery.

3.3 The Provider shall assure that liability insurance is in effect for the term of the contract and includes coverage for accidental poisoning.

3.4 The Provider shall maintain and have available service delivery documentation that shall include:

- a) The client's signature.
- b) A daily route log with time of the first and the last meal delivered.
- c) The number of meals delivered at each client residence
- d) The initials of the person delivering the meal on the day of delivery
- e) A staff person's signature on each daily route log verifying route completion

3.5 The Provider shall implement, follow, and document a training plan, in addition to the orientation required by the Conditions of Participation, for all personnel (including volunteers) who participate in food preparation, food handling and/or food delivery.

3.5.1 The training should provide each staff member a minimum of four hours of continuing education annually, and must develop skills and abilities in the following areas as relevant to job duties:

- a) Sensitivity to the needs of persons who are elderly and/or disabled
- b) Handling emergencies
- c) Food preparation (when applicable)
- d) Special meal preparation and service, such as therapeutic diets, when applicable
- e) Meal service and meal delivery
- f) Food safety and food service sanitation
- g) Bed Bug precautions
- h) Handling hazardous materials (when applicable).

3.6 The Provider shall adopt a consumer choice plan that offers the client the opportunity to make a choice about the food served by using one of the following methods:

a) Allowing each client to make a choice from two or more of the following groups: -  
Choice within the milk group

- Choice within the bread group

- Choice of desserts (if offered)

- Choice within the fruit groups

- Choice within the vegetable group

- Choice of entrees (meat/alternative alone or combined with other food)

b) Meeting with or surveying groups of clients at least annually to elicit ideas for the menu planning process.

c) Implementing an alternative plan approved by FCOA. 3.7 The Provider shall develop a system that offers clients access to menus and ingredient content of meals.

#### **4.0 Nutritional Adequacy Requirements:**

4.1 The Provider shall prepare meals in compliance with all applicable federal, state, county, and local laws and regulations concerning preparation, handling, and transportation of food. The provider shall have access to consultation from a licensed dietitian as needed.

4.2 The Provider shall ensure that each meal is nutritionally adequate and complies with the current federal dietary guidelines for Americans as published by the U.S. Department of Health and Human Services and the U.S. Department of Agriculture, and meets the current recommended dietary allowance (RDA)/dietary reference intake (DRI) established by the food and nutrition board of the institute of medicine of the national academy of sciences, unless the meal was prepared in accordance with a diet prescription ordered by a physician or licensed dietitian.

4.2.1 Each meal shall consist of:

- a) Protein.

- b) Fruits.
- c) Vegetables.
- d) Grains.
- e) Low-fat or fat-free dairy milk or yogurt (or lactose free dairy or fortified soy versions).  
Foods and beverages with less added sugars, saturated fat, and sodium.

4.3 Like PASSPORT and Title III, Office on Aging requires the Provider to comply with the current federal guidelines as regulated by the U.S. Department of Health and Human Services and the U.S. Department of Agriculture. As a reference for these guidelines, please refer to the Ohio Administrative Code 173-39-02.14.

4.4 The Provider shall ensure that all menu types offered, such as regular, emergency replacement/shelf stable, culturally specific, frozen, and/or vegetarian have been approved by a licensed dietitian.

4.5 The Provider of a home-delivered kosher meal shall furnish evidence that the meal is certified as kosher by a recognized kosher certification or a kosher establishment under orthodox rabbinic supervision. The home delivered kosher meal shall comply with kosher practices for dietary restrictions and meal preparation (including storage, packaging, and delivery).

4.6 The Provider shall label each frozen or vacuum-packed meal, a modified-atmosphere-packed meal, or an emergency replacement/shelf-stable meal with the month, day, and year before which the client should consume the meal and shall list the date immediately following the term "use before."

## **5.0 Meal Delivery**

5.1 The Provider shall document that the Provider's meal delivery systems ensure quality and safe meals.

5.2 The Provider shall assure delivery of hot meals between 10:00 a.m. and 2:00 p.m. A second meal may be delivered with the first meal as authorized by FCOA. Frozen meals are to be delivered during normal business hours of 8 a.m. to 5 p.m., unless other arrangements are approved by client.

5.3 The Provider shall ensure that foods are thoroughly insulated and protected from spoilage, rodents, insects, chemicals, and other sources of contamination.

5.4 The Provider shall notify the client if delivery of the meal will be delayed more than one hour past established delivery time.

5.5 The Provider shall furnish written instruction related to the meal delivery and set-up to the driver.

## **6.0 Emergency Replacement Meals**

Providers shall remind clients that meals are for emergencies, when scheduled meals cannot be delivered.

6.1 Two (2) emergency replacement meals shall be delivered per client, one time per year.

6.2 Should an emergency occur; the meals may be approved for replenishment.

6.3 Meals must have a shelf-life of a minimum of 6 months from time of delivery.

## **7.0 Personnel Qualifications**

7.1 The Provider shall provide documentation that the home-delivered meal transport staff possess a current and valid motor vehicle Driver's License and appropriate personal insurance if not covered by provider's insurance.