



# Calhoun County Senior Services

## Minimum Service Standard

### **SERVICE NAME: MEALS – CONGREGATE**

**DEFINITION:** The provision of nutritious meals to seniors in congregate settings.

**UNIT OF SERVICE:** One unit of service equals one meal served to an eligible recipient.

**INCOME REQUIREMENT:** No income requirement applies.

**DESIRED OUTCOME:** Seniors maintain or improve physical and mental health through proper nutrition and opportunities for socialization.

#### **MINIMUM SERVICE STANDARD:**

**A. Recipient Eligibility Criteria** – The recipient eligibility criteria contained in the “ALL SERVICES” standard shall apply.

#### **B. Intake and Assessment**

1. Each service provider must use a uniform intake process at each site and maintain a recipient card for each program recipient. The intake process must be initiated within one week after an individual becomes active in the program.
  - a. Completion of a recipient card is not a prerequisite to eligibility, and may not be presented to potential recipients as a requirement. Each recipient card should contain as much of the following information as it is possible to determine:
    - (i) Name, address, and telephone number
    - (ii) Date of birth
    - (iii) Gender
    - (iv) Name, address, and telephone number of person to contact in case of an emergency
    - (v) Physician’s name, address, and telephone number
    - (vi) Handicap, as defined by Section 504 of the Rehabilitation Act of 1973, or other diagnosed medical problems
    - (vi) Special dietary needs
2. Each congregate nutrition service provider must be able to provide information relative to eligibility for home delivered meals and be prepared to make referrals for recipients unable to participate in the congregate program and who appear eligible for a home delivered meals program.
3. Each service provider must inform recipients about the food stamp program and be able to assist recipients as necessary to make application for benefits.

#### **C. Meal Sites**

1. Each congregate meal site must be able to document the following:
  - a. Certification as an accessibility facility. Accessibility is defined as a handicapped recipient being able to enter the facility, use the restroom, and receive service that is at



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- least equal in quality to that received by able-bodied recipient
- b. Compliance with fire safety standards
  - c. Compliance with applicable Michigan and local public health codes regulating food service establishments.
2. Each service provider, through a combination of its meal sites, must provide meals at least once a day, five or more days per week.
  3. Each site must serve meals at least three days per week with a minimum annual average of 10 eligible recipients per serving day. If the service provider also operates a home delivered meals program, home delivered meals sent from a site may be counted towards the 10 meal per day service level. Waivers to this requirement may be granted by the Allocation Committee only in the following instances:
    - a. When it can be demonstrated that two facilities must be utilized to effectively serve a defined geographic area for three days per week;
    - b. When it can be demonstrated that due to a rural or isolated location it is not possible to operate a meal site three days per week; and,
    - c. When it can be demonstrated that 75% or more of recipients at a meal site with less than 10 recipients per day are in great economic and/or social need. Such meal sites must operate at least three days per week.
  4. Each meal site and/or kitchen operated by a congregate meal service provider must be appropriately licensed by the Department of Public Health as a food service establishment. The local Public Health Department is responsible for periodic inspections and for determining when a facility is to be closed for failure to meet Health Code Standards (P.A. 368 of 1978). Each service provider must submit copies of inspection reports on all facilities to the County within 10 days of receipt of such reports. It is the responsibility of each service provider to address any violation noted in the inspection report as soon as possible. Failure to correct violations may be cause for relocation of the service provider's operations to another facility.
  5. When a Millage-funded meal site permanently closes, the following procedure must be followed:
    - a. The service provider must notify the Senior Services Office in writing of the intent to close the meal site.
    - b. The service provider must present a rationale for closing the meal site which is based on lack of attendance, inability to meet minimum standards and/or other requirements, loss of resources, or other justifiable reason.
    - c. The Senior Services Office is to review the rationale and determine that all option for keeping the site open or being relocated have been exhausted. If there remains a need for service in the area that was served by the meal site, efforts should be made to develop a new meal site and/or assist recipients to attend another existing meal site.
    - d. The service provider must notify recipients at a meal site to be closed of the intent to close the site at least 30 days prior to the last day of meal service.
  6. Each service provider must be able to document that appropriate preparation has taken place at each meal site for procedures to be followed in case of an emergency including:
    - a. An annual fire drill
    - b. Posting and training of staff and regular volunteers on procedures to be followed in the



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- c. Posting and training of staff and regular volunteers on procedures to be followed in the event of a medical emergency
- 7. Each service provider must have written agreements with the owners of all facilities used as meal site except those donated for use at no cost. The agreements must address at a minimum:
  - a. Responsibility for care and maintenance of facility, specifically including restrooms, kitchen, and areas of common use
  - b. Responsibility for snow removal
  - c. Agreement on utility costs
  - d. Responsibility for safety inspections
  - e. Responsibility for appropriate licensing by the Public Health Department
  - f. Responsibility for insurance coverage
  - g. Security procedures
  - h. Other issues desired or required
- 8. Each service provider must make available, upon request, food container and utensil for blind and handicapped recipients.
- 9. The time between the end of preparation of hot food and the beginning of serving must not exceed four hours. Products which do not need to be held above 140 degrees Fahrenheit are exempt.
- 10. Congregate meal service providers receiving Senior Millage funds may not contribute to, provide staff time, or otherwise support potluck dining activities.

#### **E. Staffing/Supervision/Training**

- 1. Staff of congregate meal service providers must receive in-service training at least twice each fiscal year which is specifically designed to increase their knowledge and understanding of the program and to improve their skills at tasks performed in the provision of service. Comprehensive records identifying dates of training and topics covered are to be maintained in each employee's personnel file. An individualized in-service training plan should be developed for a staff person when performance evaluations indicate a need. Required in-service training topics for food service personnel include sanitation and kitchen operations.
- 2. Each service provider should have available a staff person in a food service management position who has successfully completed the Management Certification Training program offered by the Michigan Department of Public Health. Each service provider must utilize the services of a registered dietitian, or an individual who is dietitian registration eligible, to assure that nutrition and sanitation standards are met.
- 3. Each service provider must provide or arrange for monthly nutrition education sessions at each meal site. Topics should include food, nutrition, behavior patterns, consumerism, and health.