

FY24

Alabama Elderly Nutrition Program Manual

This is a guide to understanding and managing the nutrition program at Senior Centers in Alabama. It contains tools and instructions for successful operation of the Senior Centers.



Alabama
ENP
Elderly Nutrition Program

Revised and Developed by ADSS Nutrition Services
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Table of Contents

Abbreviations and Acronyms 7

Chapter One Introduction

1-A Administration for Community Living 9
1-B Alabama Department of Senior Services Mission Statement 9
1-C History/Structure of the Aging Network 9
 Aging Network Organizational Chart 13

Chapter Two Overview to Alabama Elderly Nutrition Program

2-A Eligibility Criteria and Purpose of the Elderly Nutrition Program 15
2-B Congregate (C-1) Meals 17
2-C Home Delivered (C-2) Meals 18
2-D Meal Counts and Attendance 18
2-E Documentation of Meals 20
2-F Low Attendance and Outreach 20
2-G Participant Contributions 20
2-H Food Services Vendor 22

Chapter Three Senior Centers

3-A Center Administration 23
3-B Training and Education 23
3-C Senior Center Building Requirements 24
3-D Center Safety 25
3-E Fire Safety 25
3-F Maintenance and Upkeep 26
3-G Communication Procedures 26
3-H Food Service Equipment and Supplies 27
3-I Local Service Provider Responsibilities 27
3-J Food Vendor Responsibilities 29
3-K Dealing with Insect and Rodent Problems 30

Chapter Four Center Operations

4-A Operating Schedule 31

4-B	Holiday and Statewide Closing Schedule	31
4-C	Emergency Procedures for Meal Deliveries.....	32
4-D	Food Vendor Emergencies	33
4-E	Center Meal Orders.....	34

Chapter Five Guide for Meal Services

5-A	Preliminary Activities.....	35-39
5-B	Temperature Monitoring.....	39-40
5-C	When a Food Item Fails to Meet Temperature Standards.....	41
5-D	Juice Thawing Procedures.....	41
5-E	Serving Order of Meals.....	42
5-F	Food Sources for Meals	43
5-G	Foods Taken Away from the Senior Center.....	43
5-H	Serving the Home Delivered Meals	44-45
5-I	Delivery Instructions for Home-Delivered Meals	45-46
5-J	Serving the Congregate Meals.....	46
5-K	Clean-up Activities and Leftover Foods	47-48
5-L	Cleaning Insulated Carriers for Home Delivered Meals	48
5-M	Equipment: Care and Maintenance.....	49-56
	1. Food Thermometers	49-51
	2. Refrigerator Thermometers.....	51
	3. Refrigerator	52
	4. Freezer and Freezer Thermometers.....	52
	5. Hot Holding Cabinet	52-53
	6. Serving Utensils, Tea and Coffee Maker/Dispenser.....	53
	7. Serving Pans.....	54
	8. Ice Chests and Insulated Containers	55
	9. Insulated Carriers Used for Home Delivered Meals.....	55-56
	10. Oliver Models 1208 and 1308 Heat Sealer	55
	11. Automatic Ice Maker.....	55-56
	12. Ice Dispensing Procedure.....	56
5-N	Center Care and Maintenance	57-58
5-O	Employee Health at the Senior Center	59-60
5-P	Management of Supplies.....	60-61
5-Q	Serving Temperature Policy	62
5-R	Managing Food Quality Problems.....	62-63
5-S	Substitution Procedures.....	63-64
5-T	Complete Meal Menu Substitution List.....	65

Chapter Six Volunteers

6-A	Volunteers.....	67-70
	Table 6-1 Suggestions for Involving Volunteers in Center Activities..	68

Chapter Seven Instruction Sheets

#1	Hand Washing	72
#2	Glove Use	73
#3	Preparing Sanitizing Solution.....	74
#4	Preparing Dish-Washing Sink.....	75
#5	Washing and Sanitizing Utensils.....	76
#6	Wiping Cloths.....	77
#7	Checking the Food Thermometer for Accuracy	78
#8	How to Measure the Temperature of Food	79
#9	Temperature Danger Zone.....	80
#10	Instructions for Iced Tea Preparation	81-82
#11	Instructions for Coffee Preparation	83-84
#12	Plate Diagram	85
#13	Cutting Diagram for Cornbread and Sheet Cakes.....	86
#14	Illness Plan and Clean-up Procedure.....	87-88
	Norovirus Information Sheet.....	89
	Which Scoop Size.....	90
	Which Spoodle Size.....	91

Chapter Eight Item Delivery Ticket Overview

8-A	Instructions for Completing Item Delivery Ticket.....	93
8-B	Sample Item Delivery Ticket.....	94
8-C	Meal Documentation Section	95-96
8-D	Replacements Section.....	96-97
8-E	Food Quality Section	98
8-F	Temperatures Section.....	99-100
8-G	Verification of Delivery	101
8-H	Alternate Vendor Reimbursement	101

Chapter Nine Picnic and Cookout Meals

9-A	Picnic and Cookout Meals.....	103
9-B	Picnic Menus	104
9-C	Cookout Meals.....	105
9-D	Special Event Picnic Menus	106
9-E	Picnic Serving Guide	107-108
9-F	Donated Meals/Special Menu Approval Process.....	109
9-G	Menu Approval for Special Events	110
9-H	Menu Approval for Special Events Form	111

Chapter Ten Strategies for Improving Congregate Nutrition Programs

10-A	Low Attendance	113
10-B	Contribution Options	114
10-C	Senior Center Design.....	114
10-D	Home Delivered Meals: Suggestions for Personalization.....	115

Chapter Eleven Informational Items

11-A	Informational Items to Post in the Senior Center.....	117
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Appendix

	Request for Reimbursement for Food Purchases Form	121
	Request for Taxpayer Identification Number Form	122
	Milage Reimbursement Form.....	123
	Supply Order Form.....	124
	Oliver Model 1208 Operating and Instruction Manual	125-133
	Oliver Model 1308 Operating and Instruction Manual	134-138
	Replacement Procedure for Oliver Machines.....	139
	Scale for How Nutrition Risk Score is Calculated	140-141
	Participant Enrollment Form	142-143
	About TRIO Community Meals	144
	TRIO Pan Labels Color Chart	145
	TRIO Central Kitchen Locations.....	146

Abbreviations and Acronyms

AAA	–	Area Agency on Aging
ACL	–	Administration for Community Living
ADSS	–	Alabama Department of Senior Services
AIMS	–	Aging Information Management System
AoA	–	Administration on Aging
C-1	–	Congregate Meals
C-2	–	Home Delivered Meals
ENP	–	Elderly Nutrition Program
°F	–	Fahrenheit
FSD	–	Food Service Director
MARS	–	Meals Accounting and Reporting System
OAA	–	Older Americans Act
OAM	–	Older American's Month
SUA	–	State Units on Aging
IDT	–	Item Delivery Ticket
PEF	–	Participant Enrollment Form

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Chapter One

Introduction

The **Alabama Elderly Nutrition Program Manual** is an operational manual for Area Agencies on Aging (AAAs) and Senior Centers. It contains guidelines for carrying out responsibilities mandated by the Older Americans Act (OAA) and the State Unit on Aging (SUA).

1-A Administration for Community Living (ACL):

On April 18, 2012, the Administration for Community Living was officially established and brought together the Administration on Aging, the Office of Disability, and the Administration on Developmental Disabilities.

This was done to achieve several important objectives including, but not limited to, reducing the fragmentation that currently exists in federal programs addressing the community living service and support needs of both the aging and disability populations; enhance access to quality health care and long-term services and supports for all individuals; and promote consistency in community living policy across other areas of the federal government.

The ACL oversees several programs that supports older individuals, persons with disabilities and family caregivers.

Mission: Maximize the independence, well-being, and health of older individuals, people with disabilities across the lifespan, and their families and caregivers.

The Older Americans Act (OAA), passed by Congress in 1965 (updated most recently in 2020), is considered to be a major vehicle for the organization and delivery of social and nutrition services to older individuals and their caregivers. The OAA authorizes a wide array of service programs through State Units on Aging and Area Agencies on Aging.

1-B ADSS Mission

The mission of the Alabama Department of Senior Services is to promote the independence and dignity of those it serves through a comprehensive and coordinated system of quality services.

1-C History/Structure of the Aging Network

The OAA forms the framework for a national aging network of people and agencies that are committed to serving older persons. Across the nation, many people strive to help older individuals live their retirement years in health, honor, and dignity. The Act established the AoA at the federal level to serve as the advocate agency for older citizens and their concerns. It also provided for the establishment of State Units on Aging (SUAs) to play a similar role at the state level. The State Units were charged with the responsibility for developing and administering state aging programs. On the community level, Area Agencies on Aging (AAAs) were to serve as advocates for the older individuals within the communities for which they are responsible.

As the system has evolved, federal and state agencies provide funds, guidance, and technical support to local AAAs. The federal and state agencies are also charged with the responsibility for monitoring program activities. The AoA disburses federal funds to the State Units on Aging, basing the amount on the number of people 60 and older in each state. The SUAs will in turn award grants to local AAAs based on a funding formula. These grants will be a combination of federal and state funds. AAAs are encouraged to acquire local support to administer and expand the programs provided in their areas.

The AAAs are responsible for the development and implementation of comprehensive, coordinated area plans. These plans will have service systems specifically designed to address the unique needs of older individuals at the home and community level. AAAs work with local officials and community members to identify and help provide the various community needs; to plan programs/service systems for meeting the identified needs; and to develop budgetary plans for allocating funds so that services are targeted to those individuals with the greatest need for services. These plans should also include the intent of local funding support.

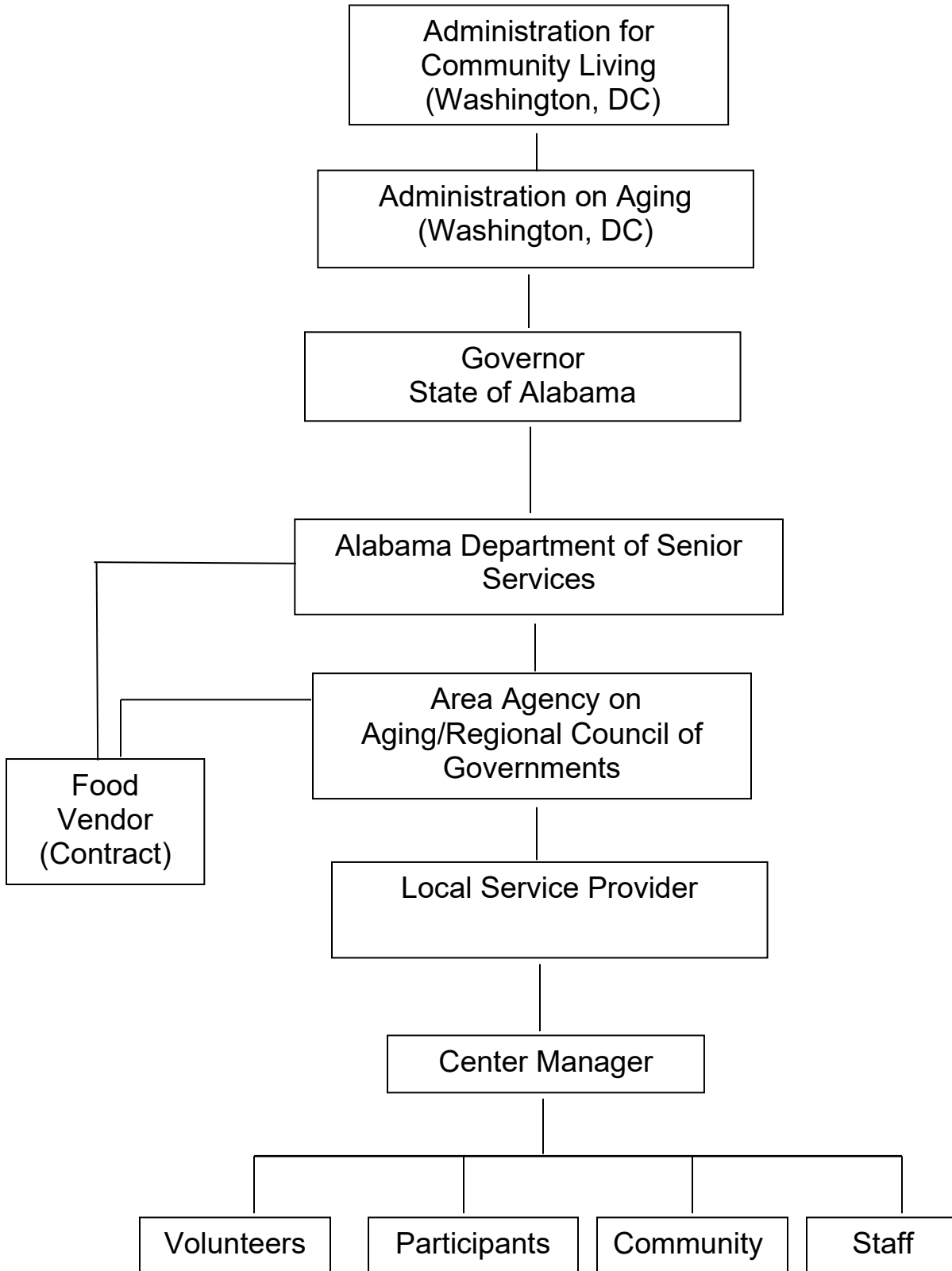
Typically, the AAA contracts with local community organizations to provide specified home based and community-based services for older individuals. The community organizations may be public entities such as city or county governments (city council, county commission) or private non-profit entities (Council on Aging, Meals on Wheels, etc.). Oftentimes, the term “direct service provider” or “local service provider” is used to refer to the local agency.

In Alabama, the state office responsible for aging services is the Alabama Department of Senior Services (ADSS). The commissioner is appointed by the governor and serves as a member of the governor’s cabinet. Older individuals throughout the state can call the 1-800-AGELINE number for assistance. Those with internet access can e-mail ageline@adss.alabama.gov or go to alabamaageline.gov.

Alabama has 13 AAAs with service areas ranging from one to 10 counties. The AAA population demographics, service needs, and budgets vary widely. Because of the wide variations in income and need within the state, the types of services offered and means for delivery differ significantly from one AAA to another.

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The Aging Network Nutrition Services Organizational Chart



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Chapter Two

Overview of Alabama Elderly Nutrition Program

2-A Eligibility Criteria and Provisions of the Elderly Nutrition Program

The eligibility criteria for receiving nutrition services are established in the OAA and any subsequent AoA published guidelines for implementation of the law. The AAAs are responsible for establishing local policies in accordance with the OAA provisions, any subsequent AoA technical advisories, and ADSS guidelines. A sample Participant Enrollment Form is shown in the Appendix. *Enrollment forms will be completed initially and updated annually in the Aging Information Management System (AIMS). A copy should be kept on file at the Senior Center.*

The Nutritional Health section of the Form (Nutrition Risk Assessment) (see Appendix) provides a Nutritional Score that shall be used to identify client needs. In addition to meals, all homebound and congregate participants shall be provided with nutrition education, at least quarterly for homebound and monthly for congregate participants. Nutrition counseling and other nutrition services shall be provided based on the needs of the participant.

Eligibility Criteria Under Title III C-1:

- People age 60 and over.
- Spouses (of any age) of individuals age 60 and over.
- People with disabilities who reside with eligible older individuals.
- People with disabilities who live in housing facilities where mainly older individuals live and which also provide congregate nutrition services.
- People who provide volunteer services during meal hours.

Eligibility Criteria Under Title III C-2:

- People age 60 and over.
- Spouses (of any age) of individuals age 60 and over.
- People with disabilities who reside with eligible older individuals.
- People with disabilities who live in housing facilities where mainly older individuals live and which also provide congregate nutrition services.

- Homebound with one Activity of Daily Living (ADL) or one Independent Activity of Daily Living (IADL) required.

According to federal guidelines, younger volunteers may consume a meal only when it will not deprive an eligible older person of a meal.

Purpose of the OAA Nutrition Program

Nutrition services are authorized under Title III-C of the OAA. Designed to promote the general health and well-being of older individuals, the services are intended to:

- Reduce hunger, food insecurity and malnutrition of older individuals.
- Promote socialization of older individuals.
- Promote the health and well-being of older people:
 - By assisting them in gaining access to nutrition and other disease prevention and health promotion services.
 - To delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Services are not intended to reach every individual in the community.

Programs target individuals age 60 and older who are in greatest social and economic need, with particular attention to the following groups:

- Low-income older individuals.
- Minority older individuals.
- Older individuals in rural communities.
- Older individuals with limited English proficiency.
- Older individuals at risk of institutional care.

All meals served and paid for with state or federal funds (Title III Nutrition Program funds) must be served to individuals eligible to receive a meal under the ENP.

The meals may be hot, picnic, frozen breakfast, frozen lunch/dinner or shelf-stable. Both congregate (C-1) and home delivered (C-2) meals shall be offered at least 1 meal per day on 5 or more days a week. ADSS may grant a waiver to operate fewer days in a rural area where such frequency is not feasible. However, all high-risk clients must be offered a meal 5 days a week.

Examples of meals not eligible for payment with state or federal funds include:

- Meals served to under-age-60 guests of older individuals who come to the center, such as other family members or grandchildren of older individuals.
- Meals served to staff under age 60 of the nutrition service provider, the AAA, ADSS, and AoA.
- Meals served through programs in which the older adult is means tested.
- Meals served in residential facilities that charge for the cost of services, which includes meals.
- Meals served in adult day care facilities that charge individuals for service including meals.
- Meals served in adult day care facilities through the USDA Child and Adult Care Food Program.
- Meals not served.

Individuals who do not meet eligibility under the OAA must pay the full cost of the meal as determined by the AAA to receive a meal. The center manager shall record this as an ineligible participant served on the Item Delivery Ticket (IDT).

All meals must be planned so that the meal:

- Complies with the most recent Dietary Guidelines for Americans.
- Provides a minimum of 1/3 of the dietary reference intakes.

2-B Congregate (C-1) Meals: Any meal provided to an eligible participant and consumed at a Senior Center, or other designated central location, is counted as a congregate meal.

Congregate meal participants may be given a shelf-stable, picnic, or frozen meal at the center to use during periods when the center is not operational (weather emergencies, holidays, or over the weekend). In these examples, all meals served at the center are counted as congregate meals.

Every program participant will be either a congregate participant or a home-delivered participant, but not both at the same time.

On occasion, a participant in the congregate meal program may become ill and must have meals home delivered for a temporary period of time. The AAA has the option to give approval for home delivery of meals to an ill congregate client for a maximum of a three (3) calendar week period, fifteen (15) consecutive serving days, without a client reclassification.

Carry-out meals are not intended by the OAA or the ENP. Exceptions may occur during declared disaster and emergency situations. Special rules will be provided by ADSS during these times.

2-C Home Delivered (C-2) Meals: Any meal provided to an eligible client at the client's place of residence.

C-2 meals will be provided where necessary and feasible to meet the needs of frail elderly whose location or condition prohibits participation in a congregate center meal program. Special emphasis should be on low-income minority individuals and persons living in rural areas. Title III meals cannot be served at boarding homes or assisted living facilities.

Clients authorized to receive frozen C-2 meals must:

- Have operational refrigerators with adequate space for storage of refrigerated meal components.
- Have operational freezers or refrigerator/freezers with adequate space for frozen meal storage.
- Have an operational microwave or oven for reheating meals.
- Be able to manage the simple tasks of storing and reheating of meals.

2-D Meal Counts and Attendance

Being eligible to participate in either the congregate or home-delivered meal program does not ensure placement in the program. There must be an available meal at the time service is requested. High-risk clients will be given priority. AAAs are encouraged to use a screening prioritization tool to determine risk levels.

Each center will be allotted a specific number of congregate meals by the respective AAA. Most centers will also have an approved number of meals that can be home delivered. If the request for meals exceeds the number of allotted meals, people will be placed on a waiting list following AAA waiting list procedures.

Every meal ordered should have an eligible participant to receive the meal. No meal should be wasted because of low attendance. The waiting list should be updated monthly and utilized when there is a meal available.

Food should never be stretched if the number of congregate participants present is greater than the number of meals ordered. Serving improper portions will result in counting the meal as ineligible.

Meal Count Adjustments: Center managers monitors attendance trends carefully and requests adjustments in the meal counts as indicated. The Nutrition Coordinator can vary center meal count orders from day to day and from week to week if the 25 minimum order is met. (Refer to Section 4E)

Sign-in Sheets: Participants sign the attendance log (first and last name) and note time of arrival. Persons who have not registered by 10:30 a.m. risk losing their meal for that day. Participants who receive meals must sign the meal count attendance sheet to verify who is served.

If a participant cannot sign his/her name, the participant may make an "X". The center manager/other staff will subsequently write "For" and list the participant's name followed by the initials or signature of the person making this entry.

If a participant fails to sign the attendance log on a given day, the center manager/other staff may list the participant's name on the log followed by the initials or signature of the person making this entry. This should be an exception rather than routine practice.

Call List/ Waiting List: Center manager maintains a list of people to call to fill a meal slot on short notice (Call List). The list has the name, address, telephone number, and available days to participate. These people are contacted whenever there are congregate meals available and asked to "fill in". Similarly, the C-2 meals will have a (Waiting List) or alternate list available to the driver. A waiting list is used if meal services are not available due to budget limitations. These people will be given a meal if a participant drops off the regular delivery or if a participant is not at home. All persons should have completed a Client Enrollment Form to receive a meal.

Drop-in: Participants are allowed to drop in at the center without a reservation. Drop-in participants receive a meal only if there is an available slot that day. Drop-in participants are served last and cannot displace people scheduled to attend.

Participants Relinquish Meals: Some options available when the number of attendees exceeds the number of meals:

- Kitchen volunteers will choose not to eat.
- The center manager informs center participants of the problem and requests that some participants volunteer to give up the meal.
- The last persons signing in will be told that there are no meals available on this day.

2-E Documentation of Meals

State and AAA staffs are charged with the responsibility of monitoring Senior Centers. One aspect of the monitoring process is to evaluate attendance. Center managers must maintain daily records that accurately reflect center attendance. Staff monitoring the center will review attendance logs. These records will be considered legal documents and must be maintained a minimum of three (3) years and/or longer if so directed by the AAA.

The center manager will maintain daily records that accurately reflect the distribution of all home-delivered meals and the time the last meal was delivered.

AAAs have the option to obtain signatures from participants for meals delivered by staff on established delivery routes.

2-F Low Attendance and Outreach

The center manager must have strategies for improving low attendance. These strategies must be developed in consultation with the Nutrition Coordinator, local service provider, and the AAA.

2-G Participant Contributions

Voluntary contributions shall be allowed and may be solicited if the method of solicitation is non-coercive. A fair voluntary contribution system, which is clearly communicated, allows older individuals to maintain their dignity and to have ownership of their local program.

The AAA shall ensure that each local service provider will:

- Provide each recipient with an opportunity to voluntarily contribute to the cost of the meal.
- Protect the privacy and confidentiality of each recipient with respect to the recipient's contribution or lack of contribution.
- Establish appropriate procedures to safeguard and account for all contributions.

Through direction from the AAA, the center manager is responsible for explaining the contribution program to all congregate and homebound participants. Participants are to be periodically reminded of the important role that contributions play in the ENP.

Ineligible meals (served to anyone who does not meet eligibility guidelines) should receive at a minimum the food cost of \$5.53 and up to twice this amount as determined by the AAA.

Contributions and any other funds received for meals will be counted daily. This will be done by two persons and the count verified by the center manager. The amount will be recorded on the form supplied by the AAA. Daily collection records shall reflect both the amount of funds collected from contributions and amount of funds collected from individuals not eligible to receive meals under the ENP guidelines.

At the end of each day, the center manager will secure all funds as directed by the AAA. On a locally determined schedule, the center manager will be responsible for taking the money to the designated collection point (may be a local official or a bank account deposit).

2-H Food Service Vendor

ADSS, acting on behalf of the 13 AAAs, administers a statewide food service contract to provide meals for the ENP resulting in consistency in menus and food products. The uniformity in the food delivery system facilitates risk management and contributes to lower food costs.

The AAA has several meal purchase options under the state contract. Hot meals, picnic meals, frozen meals, frozen breakfast meals, and shelf-stable meals, are available. Door-to-door delivery by the Food Vendor is a purchase option for frozen meals, breakfast meals, and shelf-stable meals.

Frozen, breakfast, and shelf-stable meals are nutrition services available under the C-2 Meals Service for Medicaid Waiver clients. Because these meals are available under the Waiver Programs, the meals may not be provided to Waiver clients and paid for with ENP funds (state or federal).

Hot meals are not available service options for Waiver clients under the Waiver. Therefore, the AAA has the option of authorizing hot meals, for Waiver clients and paying for these meals with ENP (Title III) funds. However, all Waiver clients provided meals by the ENP must meet ENP eligibility criteria.

Chapter Three

Senior Centers

3-A Center Administration

Senior Centers are located in a variety of settings around the state. Some groups have their own building. Others use the facilities of civic clubs, churches, community buildings, or meeting rooms of other public buildings.

Successful Senior Centers attract older individuals and provide a clean and welcoming environment where they can enjoy a nutritious meal; have fun; socialize with their friends and peers; participate in classes and wellness activities; and have access to information and other services which help them stay healthy, active and engaged in their community.

Local providers must make provisions for a designated individual (center manager) to be responsible for operations of each center daily and the staff and volunteers who work there.

This individual must demonstrate a sincere respect for the dignity of the people served at the center.

This individual must demonstrate the capacity to manage the center according to policy (AAA and service provider) and to complete the required procedures and paperwork on a daily basis.

There should be a designated individual to manager the center if the center manager is absent.

3-B Training and Education

An ongoing program of training and development shall be provided for all staff. This program should be consistent with procedures established by the AAA. Nutrition Coordinators train County Nutrition Coordinators and Center Managers and Center Managers train center staff and volunteers. Training records should be kept on file.

Basic training should include:

- Basic first aid and emergency procedures
- Proper food handling and sanitation
- Portioning of food
- Serving procedures for food
- Sanitizing methods
- Handwashing
- Proper glove use
- Other AAA programs and resources
- Wellness and prevention
- Definitions and data collection
- Confidentiality and privacy of personal information
- Nutrition education and how to disseminate information

3-C Senior Center Building Requirements

Centers will comply with all applicable state and local health, fire, safety, building, zoning and sanitation laws, ordinances or codes.

Any center that relocates, remodels or is newly built will require health department inspection and approval prior to service of meals.

Centers should comply with the Americans with Disabilities Act. Certain public accommodations may include the following:

- Visible directional and informational signs, including a sign outside that clearly identifies the Senior Center
- A telephone and published phone number; personal cell phones are not to be used for this purpose
- Ramps and route of travel that does not require the use of stairs
- All public space on an accessible route of travel with no trip/fall hazards such as cords, uneven/slippery floors and rolled edges of rugs
- Restrooms which are accessible to the public, at least one restroom (either one for each sex, or unisex) fully accessible; grab bars installed beside toilet
- Adequate space to accommodate persons with canes, walkers, wheelchairs; and other assistive devices
- Emergency fire exit plan

Centers must be neat and clean and have appropriate lighting (inside and out) and ventilation.

Outside entrances must be accessible, in good repair and clear of obstructions. Grass and plants will be kept trimmed. Adequate parking will be provided for regular attendees.

Centers shall be designated non-smoking buildings.

Centers shall provide space for group activities, group dining and office space for staff.

3-D Center Safety

- Communicate all weather closings or other emergency situations to the AAA staff, preferably the Nutrition Coordinator.
- Ensure two exit doors are clearly marked, unobstructed and able to be opened from inside when center is in operation.
- Basic first aid supplies must be available and stocked adequately.
- All chemicals shall be labeled. Store chemicals or toxic items separated from food and food supply items. Never store chemicals over food or food supply items.
- Schedule and provide at least one yearly severe weather drill for participants.
- Consider training for emergency situations such as active shooter preparedness through the local law enforcement.

3-E Fire Safety

Post a fire escape plan. Schedule and provide at least one yearly fire drill for participants.

Ensure at least one 10-pound ABC fire extinguisher is mounted on the wall in a visible, accessible location according to fire safety code. Consider the size of the building in determining the number of fire extinguishers needed.

Fire extinguishers must be inspected and tagged annually by an authorized agency of fire and safety equipment. The date of the inspection shall be

attached to the extinguisher. Extinguishers shall have hydrostatic testing or be replaced every six years.

Ensure that selected Senior Center staff or volunteers are educated in proper evacuation and can demonstrate proper use of the fire extinguisher.

Educate center staff to check the fire extinguisher monthly for the following:

- Pin secure in handle.
- Dial is in the green zone.
- Hose is properly attached.
- Extinguisher is mounted a minimum of 44 inches off the floor.

3-F Maintenance and Upkeep

The local service provider contracted with the AAA shall provide sufficient maintenance and housekeeping to assure the building and grounds are secure, sanitary and safe.

This will include but not limited to:

- Painting, redecorating and building repair.
- Frequent, safe and sanitary disposal of trash, garbage and mop water.
- Equipment maintenance, repair and replacement.
- Grounds maintenance, parking and lighting.

3-G Communication Procedures

Center managers should contact the Central Kitchen and Nutrition Coordinator as soon as possible with daily food or supply issues so the problem can be corrected prior to serving time.

Problems with food items; short of servings, under or over cooked, dislikes, too soupy, too lumpy, etc. should be described on the IDT. The comments/problems are reviewed by the food service vendor, the AAA, and ADSS.

The AAA must be kept in the information loop with respect to center operations. Only the AAA can authorize contract expenditures (order or cancel meals or supplies).

The Central Kitchen staff cannot accept any center requests for changes in a meal order and cannot accommodate center requests for changes in delivery procedures. Center managers must contact the Nutrition Coordinator with these type concerns.

3-H Food Service Equipment and Supplies

The local service provider and the Food Vendor share the responsibility for providing and maintaining the equipment and supplies required to serve meals at the Senior Centers.

Senior Centers must maintain a copy of the most current Alabama ENP Manual. The ENP Manual is revised as needed to adhere to requirements pertaining to all aspects of food service, e.g. receiving, storing, preparing, serving, and cleaning/sanitizing in accordance with the policies established by the **Alabama Department of Public Health, Rules of Alabama State Board of Health, Bureau of Environmental Services, Chapter 420-3-22, For Food Establishment Sanitation January 2022, and any revised editions.** These rules reference **the Food Code, US Public Health Service, Food and Drug Administration 2013, and any revised editions.**

3-I Local Service Provider Responsibilities for Center Equipment and Supplies:

Refrigerator(s)	Capable of maintaining required temperatures of cold items with sufficient space to accommodate all cold menu items.
Freezer(s)	Capable of maintaining frozen food items with sufficient space to accommodate all frozen meals.
Refrigerator Thermometer(s)	Check refrigerator temperature daily upon entering the kitchen and record on the IDT.
Freezer Thermometer	Applies if center is a distribution point for frozen meals.
Lockable Storage	Adequate lockable storage areas for program and operating supplies.
Serving Tables	Tables or Counters adequate in length for serving and packing of hot meals (Surfaces must be smooth and capable of being cleaned and sanitized.).

3-Compartment Sink	Equipped with hot and cold water for washing, rinsing and sanitizing utensils is required. Senior Centers grandfathered in since 2013 that have only two compartments must use a 3rd pan with their 2-compartment sinks as required for wash, rinse, sanitize. The local provider is responsible for the 3rd pan.
Hand Washing Sink	At least one sink equipped with hot and cold water, soap, paper towels or air dryer that is designated for hand washing and convenient to the food preparation area.
Kitchen Lighting	Light bulbs shall be shielded, coated, or otherwise shatter-resistant in areas where there is exposed food, clean equipment, or utensils.
Dining Table(s) and Chairs	Adequate in numbers for the amount of congregate participants. Table surfaces must be smooth and capable of being cleaned and sanitized.
Insulated Carriers	Separate hot and cold insulated carriers as required for home delivered meals.
Dishwashing Supplies	Including detergent, bleach, and wiping cloths.
Cleaning Supplies	All cleaning supplies including mops, buckets, detergent, etc.
Garbage Cans	Garbage cans with lids and plastic liners in kitchen and restrooms.
Mop Sink	Mop sink or drain for disposal of mop water.
Grounded Electrical Receptacles	Adequate number of grounded electrical receptacles for coffee/tea makers, Oliver packaging equipment and holding cabinet(s).

Note:

- a. Casters should not be removed from the electric holding cabinet by the local service provider. Casters may only be removed by the food service vendor. This should be requested through the Nutrition Coordinator.
- b. Any electric holding cabinet returned to the Central Kitchen for repair shall be cleaned prior to pick up.

The Food Vendor will retain title to all equipment they provide and will make any and all routine repairs or equipment replacements without additional charges to ADSS, the AAA, or the Senior Center. However,

center personnel are to make a reasonable effort to safeguard the equipment from abuse or theft. If there is evidence of abuse or failure to properly secure the equipment, the affected AAA and/or the local service provider will be responsible for damages.

3-J Food Vendor Responsibilities for Center Equipment and Disposable Supplies:

- Electric holding cabinet
- Oliver packaging equipment
- Coffee maker
- Tea dispenser
- Serving utensils:
 - 1 Tablespoon
 - 2 Solid Spoons
 - 2 4oz Slotted Spoodles
 - 2 4oz Solid Spoons
 - 1 6oz Solid Spoodle
 - 1 #6 Scoop
 - 1 Tong
 - 1 Spatula Server (2” maximum width at tip)
 - 2 #8 Scoops
 - 1 Spatula or Spreader (with serrated edge, suitable for cutting cakes and cornbread)
- Digital thermometers, 2 each
- Chemical test strips
- Disposable supplies as required for serving congregate and home delivered meals

Food Vendor Responsibilities for Delivery Equipment and Vehicles:

Insulated Carriers	Separate hot and cold insulated carriers for delivery of meals from the Central Kitchen to the Senior Center.
Cooler Chests	Cooler chests for delivery of meals from the Central Kitchen to the Senior Center.
Serving Pans and Lids	
Delivery Vehicles	Delivery vehicles, including trucks equipped to maintain temperatures of frozen meals.

3-K Insect and Rodent Problems (Local Service Provider's Responsibility)

The center will have adequate pest control by a licensed pest control operator who knows which chemicals are allowed to be stored in food service areas. Remember, insects and other pests can enter from boxes and containers brought in from other locations. Insects can travel in food carriers, and a problem that started at one center may soon be a problem shared with the Food Vendor and other centers.

There are three basic rules of pest control:

1. Deny pests entry into facility.
2. Deny pests food, water, and a hiding or nesting place.
3. Use a licensed pest control operator to prevent and eliminate pests.

Ways to deny pests food, water and shelter:

- Windows and vents should be screened.
- Keep exterior doors closed when not in use.
- Doors and windows should fit tightly when closed.
- Seal openings and fill or close holes and other gaps along floors, walls, and ceilings.
- Cover floor drains with a perforated cover and screen ventilation pipes.
- Do not leave food and drink residue on floors, cabinets, or in the sink.
- Empty garbage daily. Clean containers as required.
- Do not store items directly on the floor. Hang mops and brooms to dry. This is very important as a wet mop is a great place for roaches to hide.
- Minimize clutter. Discarded boxes and old grocery bags attract roaches and ants. Quilt scraps provide good bedding materials for mice.
- Clean up dead pests so they do not accumulate.

Notify the Nutrition Coordinator if insects are being brought into the center or if there are signs of an insect, mouse/rat, or other pest problem at the Senior Center. If found in food delivery, save the evidence, and return it to the Food Vendor or Nutrition Coordinator as instructed.

Chapter Four

Center Operations

4-A OPERATING SCHEDULE FOR SENIOR CENTERS

Each Senior Center shall serve meals five (5) days per week (Monday through Friday) except for designated holidays unless an alternative serving schedule has been approved by ADSS.

Approval to Serve Combination of Meal Types: The AAA may request approval from ADSS to serve hot meals combined with other meal types to equal a serving mix of five (5) or more meals per week per participant.

Operating Hours: Standard operating hours for Senior Centers will be 9:00 a.m. to 1:00 p.m. local time. Some centers will open earlier and/or close later. Official serving time at the centers is 11:30 a.m. local time. Occasionally the AAA grants permission to serve at a different time.

4-B HOLIDAY AND STATEWIDE CLOSING SCHEDULES

No catering vendor meals will be served on the following dates.

Fiscal Year 2024		
October	9	Columbus Day
November	10	Veterans Day (Observed)
November	23-24	Thanksgiving
December	25-29	Christmas break
January	1	New Year's Day
January	15	ML King Day
February	19	President's Day
March	29	Good Friday
April	22	Confederate Memorial Day
May	27	Memorial Day
June	3	Jefferson Davis Day
June	19	Juneteenth
July	4	Independence Day
September	2	Labor Day

Additional Center Closings

Any amendments to the schedule that are non-emergency and area wide (additional closing day scheduled; deletion of a scheduled closing; change in date of a scheduled closing) must be submitted to the Food Vendor and ADSS a minimum of three (3) weeks in advance of the modification.

Emergency closings due to adverse weather conditions declared by ADSS, the AAA, or the Food Vendor will all be counted as non-serving day(s) for the affected AAA(s). The AAA is to notify ADSS and the Food Vendor of any unexpected closings.

On occasion, centers will schedule an excursion or special event for congregate program participants and request that picnic meals be sent the preceding day for the home delivered program participants. To maintain the quality of meals, *picnic meals may not be ordered for Monday delivery or the day following a holiday.*

4-C Emergency Procedures for Meal Deliveries

The food service vendor, ADSS, and the affected AAAs will work together to solve problems that may arise in emergency situations. All involved parties must be alerted to problems and kept informed of developing situations.

Current emergency contact information should be maintained at home and at the office by the designated contact person for the food service vendor, the AAAs, and ADSS.

Each AAA will designate two (2) representatives (a primary contact and a secondary contact) that the Food Vendor can call outside of work hours in emergency situations.

Meal cancellations by the AAAs must occur no later than 12:01 a.m. the day the food is to be served; otherwise, the AAA will pay for the cost of the meals.

Meal cancellation by the Food Vendor must occur no later than 7:00 a.m. the day the food is to be served. Otherwise, the Food Vendor will reimburse the AAA or centers for any food the AAA elects to purchase locally and replace any supplies used from the center.

4-D Food Vendor Emergencies:

1. Emergencies Due to an Act of God -

Should any meal prepared by the Central Kitchen not be delivered to any Senior Center as a result of an Act of God or any other reason not attributable to ADSS or the AAAs, the Food Vendor shall bear the risk of loss and will not be reimbursed for loss nor invoice ADSS for said meals. It is the responsibility of the designated staff member of the AAA and the Food Service Director (FSD) to notify each other and ADSS immediately if hazardous weather conditions exist in either the contract delivery area or the Central Kitchen area.

2. Late Deliveries/Probable Non-deliveries

The Food Vendor must notify ADSS and the affected AAAs of projected delays in deliveries or probable non-deliveries of meals to Senior Centers. All center deliveries must be made by 10:00 a.m. Any agreement to accept deliveries after this time will be a local decision made by center personnel in consultation with the AAA staff.

3. Menu Substitutions:

- The Food Vendor must coordinate changes with ADSS dietitians.
- The Food Vendor must notify ADSS and affected AAAs of all menu changes on the serving day.
- The Food Vendor must staple a Menu Substitution Notice to the IDT for all centers affected by a menu change. (See sub form in appendix).
- If a menu substitution is sent without a notice, the center manager should NOT serve the item unless authorized by the Nutrition Coordinator.

4. Non-delivery of Meals or Meal Delivery Errors: Occasionally a center must purchase replacement foods at the local level. (Refer to Chapter 8)

4-E Center Meal Orders:

Meals are ordered electronically by the Nutrition Coordinator on a weekly basis. This information will include:

- Changes in hot meal counts for Senior Centers for the next serving week.
- Non-emergency meal cancellations of meal deliveries to centers.
- Requests for picnic or cook-out meals for the next serving week. (Replacement menus cannot be ordered just because the participants do not like a particular menu or menu item.)
- Other meal requests such as picnic, frozen, breakfast or shelf-stable.

The AAAs must submit meal orders by 12:00 noon Central Time on Wednesday for the next serving week. If the Food Vendor does not receive the weekly meal count by the 12:00 noon deadline, the Food Vendor will use the most recent meal count from the AAA unless otherwise agreed by the Food Vendor and the agency.

Center managers should send any requests for changes in the meal order to the AAA by no later than 3:00 p.m. on Tuesday of each week (or as otherwise instructed by the Nutrition Coordinator). The number of meals ordered by a center may vary from week to week and from day to day.

The count between home delivered and congregate meals may vary from week to week and day to day. However, the minimum number of hot meals for an order is 25 meals.

Chapter Five

Guide for Meal Service

This section provides a step-by-step outline of the desired flow of food service activities. It is intended to be an overview of the meal serving and Senior Center maintenance tasks.

5-A Preliminary Activities

Food is delivered daily to the Senior Center by the food service vendor's driver. If food is delivered before the Senior Center staff are on site, the driver will place Cambro's of food in the center along with the coolers of milk and juice.

Upon arrival to center, the center staff will remove food from Cambros and take initial temperatures. The food will then be placed into the hot holding cabinet or refrigerator for holding until lunch service.

It will not be the responsibility of the Food Vendor driver to take temperatures of food. Record temperatures on the IDT. (Refer to 8-B) There should be one temperature documented at point of delivery to the Senior Center (or when staff arrive if food is already delivered) and another temperature documented at meal service.

If food is served in less than 1 hour after first temperature, no second temperature is required. Cambros will be removed each day by the food service vendor's driver when food is delivered.

Daily Meal Service Tasks and Check Lists for Center Managers:

- Plug in and turn on holding cabinet.
- Put on hair restraint and apron.
- Wash hands.
- Check and record refrigerator temperature.
- Check and record freezer temperature. (refer to #5 below)
- Check food thermometer(s) for accuracy in ice bath.
- Prepare sanitizing solution.
- Sanitize counters in kitchen.
- Check menu for correct number of menu items received.

- Check hot food temperature, record temperature and store food.
 - Check cold food temperature, record temperature and store food.
 - Check in supplies when delivered.
 - Check quality and quantity of room temperature food.
 - Check milk dates.
 - Plug in the Oliver Heat Sealer.
 - Check serving guide for supplies and utensils needed.
 - Prepare the dish washing sink.
 - Prepare coffee and tea.
 - Prepare beverage table.
 - Place bread in holding cabinet if desired.
 - Replace any food shortages.
 - Cut cakes and cornbread according to cutting diagram.
 - Portion home delivered meal items.
 - Check sign-in sheet by 10:30 a.m. for participants present.
 - Serve congregate meals.
1. Plug in and turn on the holding cabinet. (Refer to Section 5M)
 2. Put on hair net and apron. Hair restraints such as nets, bouffant, hats, should be worn when handling food. Visors are not allowed. Hair should be covered. Clean aprons should be worn when handling food.
 3. Wash hands. (Refer to Hand Washing Instruction Sheet – Chapter 7)
Hands should be washed at the designated hand washing sink convenient to the kitchen. Hand washing cannot be done in the same sink used for cleaning food utensils and equipment. Hand-washing signs will be posted in the kitchen and restrooms.
 4. Check the refrigerator temperature daily upon entering the kitchen and record on the IDT. All refrigerators must have a refrigerator thermometer. (Provided by the local provider). Refrigerator temperature should be cold enough to hold food at 41°F (Fahrenheit) or below.
 5. Check the freezer temperature (if frozen meals are stored). Centers that provide frozen meals will need a thermometer for the freezer. Check the freezer temperature. The reading should be 0°F or less. Adjust temperature control knob as needed to lower appliance readings to keep frozen food frozen.

6. Check the food thermometer(s) for accuracy in the ice bath. (Refer to Checking Food Thermometer for Accuracy Instruction Sheet – Chapter 7) Record the thermometer temperatures on the IDT.
7. Prepare all sanitizing solution daily. Wipe countertops with a sanitizing solution. (Refer to Preparing Sanitizing Solution Instruction Sheet – Chapter 7).
8. Check in menu items and supplies. Check the menu to determine if correct number of items was received (cold pans; milk and/or juice; bread; condiments; and any cake or cookies).
9. After the hot food temperatures are recorded, place hot foods in the holding cabinet. Hot foods are to be held here until serving time. Notify the Central Kitchen and the Nutrition Coordinator if the holding cabinet is not working and needs replacement.
10. After cold food temperatures are recorded, place food and beverages in the refrigerator until serving time. The local service provider must maintain the refrigerator in proper operating condition. Only foods used in the ENP are to be stored here.
11. Check the quality of room temperature food items. Check the milk dates.
12. Plug in the Oliver Heat Sealer. Turn it on and preheat for approximately 15 minutes before beginning plating of home-delivered meals. (See Appendix for Oliver Packaging System Reference Guide)
13. All serving counters and tables must be washed and sanitized before use each day. Allow them to air dry. Surfaces can be sanitized by spraying with sanitizing solution or wiped off with sanitizing solution. Spray bottles should be clearly labeled “Chlorine Bleach Sanitizing Solution”.
14. Check the Serving Guide to see what serving utensils will be needed. Gather the serving utensils needed for the day’s menu.
15. Prepare the dish-washing sink. (Refer to Preparing Dish-Washing Sink Instruction Sheet – Chapter 7) Wash, rinse, and sanitize the utensils. (Washing and Sanitizing Utensils Instruction Sheet – Chapter 7)

Wash, rinse and sanitize the coffee maker and/or tea and dispenser.

16. Prepare coffee and/or tea. (Refer to Chapter 7)
 - The Food Vendor will provide supplies (coffee, creamer, sugar, artificial sweetener, stirrers, and 8 oz. cups) for coffee.
 - The Food Vendor will provide supplies (tea, lemon, sugar, artificial sweetener, stirrers, 8 oz. cups, and ice) for tea.
17. Check Serving Guide and gather supplies needed for home-delivered meals:
 - Count out the appropriate number of squat cups and lids; 3-compartment trays; plastic/wax bags; and 1-compartment trays, when applicable.
 - Put the current date (month/day/year) on each of these containers. Set aside until needed. (This can also be done the day before).
18. Check the Serving Guide and gather supplies needed for the congregate meals:
 - Count out the needed number of 5-compartment plates and any other required paper goods.
 - Count out the cups for tea or coffee. (Food Vendor is required to provide one cup each per meal ordered).
19. Set up the Beverage Table:
 - AAAs decide when and how to serve the beverages whether self-serve or served from the kitchen.
 - Ice should be served with a clean and sanitized spoon, tongs or scoop. Ice should remain covered except during serving.
 - Beverage cups are disposable. Re-useable cups should not be used due to risk for spreading germs.
20. If desired, cornbread, biscuits, rolls and breadsticks can be placed into the holding cabinet to warm (should not be more than 30 minutes).
21. Replace food shortages and food items that did not meet proper temperatures.
 - Refer to the Serving Guide for recommended replacements.
 - Call the Central Kitchen for replacement items and whether to return food.

- Call the Central Kitchen for replacement items and information about whether to return food.
 - Call the Nutrition Coordinator to report food errors and for what to do next if vendor cannot replace.
22. Refer to the cutting diagram (Refer to Cutting Diagram for Cornbread and Sheet Cakes Instruction Sheet – Chapter 7) and cut cornbread or cake into portions according to the number of meals ordered.
 23. Place items for home-delivered meals in the appropriate container or plastic/wax bag. Serve and pack home-delivered meals.
 24. Check sign-in sheet by 10:30 a.m. for number of congregate participants present. Contact participants on the call list if needed to serve the number of meals ordered.
 25. Serve congregate meals.

5-B Temperature Monitoring

Center managers are responsible for ensuring that food temperatures are taken correctly. With Nutrition Coordinator approval, the task may be delegated to a trained volunteer or staff member, but the center manager remains responsible for ensuring that approved procedures are followed.

Temperatures of both hot and cold foods delivered in insulated food carriers must be taken at the point of delivery and again at serving time. Foods that fail to meet temperature guidelines cannot be served. If food is served in less than 1 hour after first temperature, no second temperature is required.

For measuring sour cream temperatures without puncturing the packet, fold the bag of sour cream packets around the thermometer stem and hold packets firmly together.

Record on the IDT the reading of the thermometer exactly as it appears without rounding. If an error is made in writing down a value, mark through it one time; write the correct value beside it; and initial. Work quickly when taking temperatures to prevent changes in the product temperature.

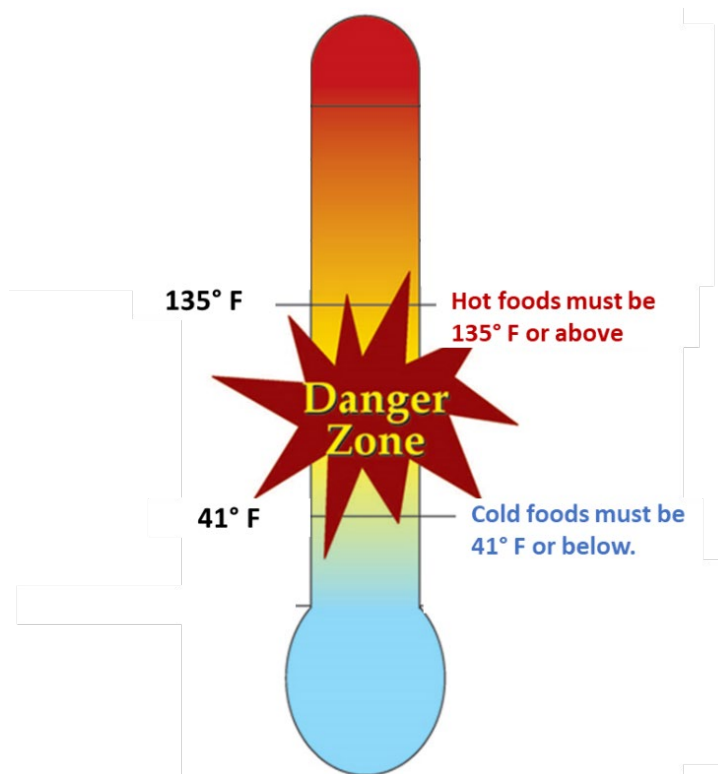
All foods marked with an asterisk on the Serving Guide must be at or above 135°F if a hot food item and at or below 41°F if a cold food item. Products that fail to meet minimum temperature standards cannot be served.

Hot foods that meet temperature guidelines shall be covered and placed in the holding cabinet until serving time. Hot foods that do not meet temperature guidelines when delivered shall be replaced according to the Serving Guide.

Check the temperature of the hot foods again at serving time with a clean, sanitized thermometer. Foods failing to meet temperature standards cannot be served and shall be replaced according to the Serving Guide. Call the Nutrition Coordinator.

Cold foods that meet temperature guidelines should be covered and placed in the refrigerator until serving time. Cold foods that do not meet temperature guidelines when delivered shall be replaced according to the Serving Guide.

Check the temperature of the cold foods again at serving time with a clean, sanitized thermometer. Foods failing to meet temperature standards cannot be served and shall be replaced according to the Serving Guide.



5-C When a Food Item Fails to Meet Minimum Temperature Standards:

- Move the thermometer to a different area of the pan to see if the reading still does not meet standards. This is particularly important if the initial reading is slightly high or low.
- Check the thermometer for calibration using the ice bath method.
- Use a second calibrated thermometer.
- Have a second person verify that temperatures are being taken correctly and that temperature is accurate.
- Follow replacement guidelines. Do not serve food.
- Wash, rinse, and sanitize thermometer before it is used again.

5-D Juice Thawing Procedures

The Food Vendor thaws juice in the cooler for 2-3 days before it is delivered to the centers. However, juice is still sometimes partially frozen at mealtime. The Alabama Department of Public Health has approved the following procedure for thawing juice at room temperature.

Approximately two (2) hours before the meal, the center manager should check to make sure that the juice is thawed. If the juice is still frozen, staff may thaw it at room temperature as follows:

- Thaw the juice at room temperature for no more than two (2) hours. Be certain to spread the cartons out on the counter to speed the thawing.
- Check juice frequently and refrigerate the cartons as soon as they have thawed. Juice temperature should never register above 41°F.
- At the end of the serving period, any leftover juice may be returned to the refrigerator and sent out as an extra with the home-delivered meals the following day.
- If congregate participants wish to take their unopened juice home with them, this is acceptable.

Caution: Juice is transported in coolers under ice. Always check cartons for damage. If a seal/carton is broken, there is risk of cross contamination from melted ice. Do not serve damaged product. Room temperature thawing can only be used for juices.

5-E Serving Order of Meals

The preferred serving order of meals is to serve the home-delivered meals first, and then immediately begin serving the congregate meals.

This practice:

- Affords the greatest temperature control because the time interval required to serve a pan of food will be 15 minutes or less
- Reduces risk of cross contamination by serving utensils/people because the same set of serving utensils/people is used without interruption
- Best maintains product quality (Continuous serving should always be the desired goal.)

Centers that plan to serve early must recognize the Food Vendor is not late if the meals are delivered by 10:00 a.m. local time.

If the AAA authorizes a staggered serving schedule, the center should follow these practices:

- Temperature of the food must be checked when the first meals are served.
- Any product remaining in a pan must be returned to the holding cabinet or refrigerator as appropriate.
- When the remaining meals are served, food temperatures do not have to be checked. However, the center manager must document the time that the food temperature was checked and the time the last meal was served. Time elapsed cannot exceed two hours and will preferably be less than one hour.
- Serving utensils must be washed, rinsed, and sanitized between the two serving periods.

Meals for late participants should be dipped and placed in the holding cabinet for not more than 30 minutes. If meals are not picked up, discard. Never leave food sitting out at room temperature. Late participation should be discouraged. Holding cabinet must remain on when food is in it.

5-F Food Sources for Meals

Only prepared foods obtained from commercial food sources shall be used in C-1 and/or C-2 meals served at centers operating under the ENP in Alabama. Purchased food cannot require additional preparation at the Senior Center.

No home-prepared products, home-grown produce, or home-preserved foods may be served with meals. Specifically, no home-prepared items such as pepper sauce, jams or jellies, baked goods, pickles, salads, homemade ice cream, entrees, etc., can be served in conjunction with senior meals. Likewise, no home-grown onions, tomatoes, peppers, cucumbers, peaches, watermelons, cantaloupe, etc., may be served.

In emergency situations, Senior Center personnel may purchase ready-prepared food items. These products shall be purchased from a grocery store, delicatessen, or other commercial food service establishment.

As authorized by the Nutrition Coordinator, center personnel may purchase commercially prepared condiments and/or supplies for tea or coffee to serve in conjunction with meals. Condiments include pepper sauce, catsup, mustard, mayonnaise, vinegar, soy sauce, etc. Condiments provided for table service shall be in individual portions or in original containers intended for table service.

As authorized by the Nutrition Coordinator, center personnel may purchase baked goods (e.g. birthday cakes or birthday cupcakes) from a commercial bakery or grocery store for use on special occasions.

5-G Foods Taken Away from the Senior Center

Participants receiving a congregate meal shall be allowed to take home fresh fruit (apples, peaches, bananas, oranges, plums, pears); UNOPENED cartons of fruit juice, milk, wrapped cakes, cookies, snack cakes or snack chips. No other foods should be taken away from the Senior Center by congregate participants. The center cannot be responsible for foodborne illness which may develop from foods/beverages that are taken from the center and are kept out of time/temperatures guidelines. (Cold milk items should be in an insulated container.)

Note: Carry-out meals are ONLY allowed during emergency time periods when pre-approved by ADSS.

5-H Serving the Home Delivered Meals

- Personnel should always wear hairnets and aprons when working in the kitchen.
- Wash hands. Put on clean gloves. (Refer to Handwashing Instruction Sheet – Chapter 7)
- Take temperatures of the milk and juice (Refer to How to Measure the Temperature of Food Instruction Sheet – Chapter 7) and record temperatures on the IDT.
- Hot and cold foods must be in separate delivery carriers.
- Remember to securely close delivery carriers for both the hot and cold food once the food is placed inside. Open delivery carriers during delivery is not allowed.
- Cold food carriers should be pre-chilled at least 30 minutes prior to use with either a block or bag of ice.
- Remove cold foods from the refrigerator. Check the temperatures of cold foods (Refer to How to Measure the Temperature of Food Instruction Sheet – Chapter 7) and record them on the IDT.
- Portion cold food items into appropriate containers and cover with lid.
- Place cold food containers in cold food carriers just prior to delivery. Otherwise, refrigerate the food if delivery will be later.
- Place milk, juice, and margarine into the cold food carrier as close to delivery time as possible and securely close.
- Plug in and turn on the Oliver Heat Sealer at least 15 minutes prior to using.
- Remove hot food from the holding cabinet. Check temperatures of hot foods (How to Measure the Temperature of Food Instruction Sheet – Chapter 7) and record them on the IDT.
- Portion hot foods into the hot food trays. Cover and seal according to directions. The Oliver Packaging System shall be used. Any changes from this process must be approved by the Nutrition Coordinator.
- Meal components shall be packaged in 3-compartment trays, wax bags, plastic bags, 1-compartment trays, and squat cups as indicated on the Serving Guide. Label all containers with current date using a

permanent marker, sticker or stamp. Packaged foods should be placed in approved insulated containers for delivery.

- Place hot food tray into the hot food carrier immediately after sealing.
- Always keep hot foods separate from cold foods when portioning and packing home delivered meals. Hot foods and cold foods must be in separate delivery carriers.
- Deliver meals immediately after packing. Home delivered meals should be delivered within two hours of the time that the food is dipped.
- Turn off and unplug the Oliver Heat Sealer after all trays have been sealed. Allow to cool completely before cleaning.

5-I Delivery Instructions for Home Delivered Meals

- Home delivered meals should be left in securely closed delivery carriers until arrival at the home of the participant.
- The carriers should be kept closed except when a meal is being removed.
- Carriers should always be kept level.
- The delivery person should greet the client with a smile and call them by name. Be friendly, assist the person if needed, but always remember other people are waiting for a meal delivery.
- The delivery person should ask the participant about the previous day's meal at the time of delivery. Problems/comments should be reported to the center manager.
- If possible, obtain the signature of the homebound client receiving the meal. (Refer to chapter 2, section 2-E).
- If no one answers the door, the delivery person should attempt to deliver to another eligible homebound client. In the event no other eligible homebound client is available for meal delivery, return the meal to the center and discard. Meals should never be left on the doorstep, in a cooler or in the mailbox. Meals should be physically handed to the intended recipient or an approved alternate client. Follow AAA procedures regarding clients who do not answer the door.

- Encourage home-delivered meal recipients to eat the meal immediately. Some may need assistance with removing meal tray covers, opening utensil packets, etc. If such assistance is offered, wash hands prior to assisting. If the client does not plan to eat the meal immediately, it should be refrigerated.
- Volunteer or meal delivery staff should report anything unusual such as meals not being consumed, power outages, etc., to the center manager.

5-J Serving the Congregate Meals

- Wash hands.
- Wipe dining tables with sanitizing solution. This should be done daily before meal service.
- Set up tables with utensil packets (napkin, salt, pepper, and flatware) and condiments—sugar, artificial sweetener, margarine.
- Serving personnel should always put on hair nets and aprons when working in the kitchen.
- Wash hands. Put on clean plastic gloves.
- Refer to the Serving Guide and Plate Diagram to determine recommended placement of the food items on plate.
- Pass out milk, one per person.
- Set up serving table with plates, room temperature foods, cold temperature foods, and hot temperature foods.
- Take food temperatures (Refer to How to Measure Temperature of Food Instruction Sheet – Chapter 7). Record on IDT (unless done within the past hour).
- Refer to the Serving Guide for instructions if any food is short or out of temperature range. Call the Nutrition Coordinator for any questions.
- Portion foods onto the plates as directed on the Serving Guide and Plate Diagram.
- Plates should be served to participants immediately.

5-K Clean-up Activities and Leftover Food

- All leftover food should be discarded at the end of the serving day. Keeping leftover food in the refrigerator or freezer to use another day is not allowed.
- Scrape out all food residues from the serving pans. Rinse and wash serving pans and lids each day as best possible prior to returning them to the food service vendor. The pans will be later washed, rinsed, and sanitized at the Central Kitchen. Stack with cooler for next day pick up from food service vendor.
- Report any problems with dirty serving pans, upon delivery, on the IDT in the comment section. If the pans are soiled in such a way as the food contained within them is compromised, do not serve the food. Follow procedures to replace the food.
- Leftover condiments (salad dressing, barbecue sauce, mayonnaise, mustard, catsup, tartar sauce, cranberry sauce, etc.) in sealed, individual portions may be retained at the Senior Center for future use. Center personnel shall develop a means for rotating stock so that items are used within six months.
- Leftover margarine in sealed, individual portions may be retained at the Senior Center for use with future meals. Center personnel shall keep the product refrigerated and rotate stock within one month.
- Leftover UNOPENED milk or juice may be retained in the refrigerator and sent as an extra component in home delivered meals on the next serving day. Center personnel shall be responsible for verifying the product freshness date for the leftover milk prior to serving it. Do not freeze milk.
- Any food that goes out of the center should follow the same guidelines as the home-delivered meals and be in separate insulated containers for the hot and cold items.
- All serving utensils must be washed, rinsed, and sanitized.
- Discard any leftover tea and/or coffee. Clean coffee urn and/or tea dispenser.
- Turn off the holding cabinet. Wipe up any spills.
- Empty milk cooler. Wipe up any spills in milk cooler.

- Clean Oliver Heat Sealer (refer section 5-M)
- Return all supplies to the storage area.
- Write comments on the IDT.
- Clean, sanitize and air-dry home-delivered meal containers

5-L Cleaning Insulated Carriers for Home Delivered Meals

To reduce the incidence of food borne illness, the Senior Center staff is responsible for keeping home meal delivery carriers clean and maintained. This includes any soft sided carriers, Styrofoam or insulated coolers or Cambro type carriers.

Instructions for Cleaning:

- Wash inside with warm, soapy water.
- Rinse with clean water.
 - (a) Spray with sanitizing solution or
 - (b) Use a clean wiping towel soaked in sanitizing solution, wring out excess moisture and wipe inside of container.
- Leave doors open and allow to air dry.
- Carriers should be stored at least 6” off the floor.
- Outside of carrier should be washed weekly or more often as needed to maintain cleanliness.

5-M Equipment: Care and Maintenance

Cleaning and maintenance of the center and its furnishings is a local service provider/center personnel responsibility. The responsibility for maintaining and sanitizing food service equipment is shared between the Central Kitchen and Senior Center personnel.

1. Food Thermometers

Digital food thermometers are more accurate and easier to read than dial thermometers. Below are examples of thermometers currently approved for use in the Senior Centers and being provided by the food service vendor. Other similar digital thermometers may also be used as provided by the Food Vendor and approved by ADSS. Dial thermometers should not be used. There should be two properly working digital thermometers on hand.



Operating instructions for thermometers may vary based on the thermometer. If there are questions about operation, contact Central Kitchen, Nutrition Coordinator, or ADSS Dietitian.

Always check to make sure the Fahrenheit (F) setting of the thermometer is being used. Do not use the Celsius (C) setting.

Insert clean and sanitized thermometer stem into the food.

Digital thermometers give readings in whole numbers and decimal fractions. There is a small hard-to-see decimal point between the last two numbers. If the numbers appear to be 676, the reading is 67.6 degrees. Likewise, if the numbers appear to be 1479, the reading is 147.9 degrees.

Digital thermometers are battery operated. To save battery life, always turn it off after use. Batteries should last about a year. Return the thermometer to Food Vendor for a replacement battery when needed.

Do not submerge the thermometer head in water when cleaning. Use a damp cloth to clean and sanitize the plastic head. Thermometers will not work if moisture gets into the head and corrodes the battery. These thermometers are water resistant but not waterproof. Thermometer stems may be cleaned and sanitized by washing in soapy water, rinsing in clean water and sanitizing in a bleach/water solution of 50-100 ppm. Allow to air dry. Single alcohol preps (provided by local service provider) may also be used to sanitize the thermometer stem. Allow to air dry.

After ice bath check, clean and sanitize the food thermometer and allow to air dry. Do not store thermometer in sanitizing solution or ice bath.

Do not store digital thermometers in the refrigerator for extended periods as condensation may form inside the thermometer head.

When taking hot food temperatures, partially remove the pan lid and pierce through the food with the metal stem of the thermometer until it is at least $\frac{1}{2}$ inch into the food.

Wash, rinse and sanitize the thermometer before and after checking food temperatures. Alcohol preps may also be used to wipe stem between food temperatures (if available through local service provider).

Do not use digital thermometers to check temperatures of holding cabinets as the high heat may damage thermometers. Also make certain that a thermometer is not left in the pan when foods are put into the holding cabinet.

Check thermometers for accuracy in an ice water bath daily. Always check thermometers if temperature problems occur or if the thermometer is dropped. (Refer to Checking the Food Thermometer for Accuracy Instruction Sheet – Chapter 7) Note: The boiling-water or hot-water method for checking thermometers is not approved by ADSS due to safety risk.

A quick check is to compare the readings of the two digital thermometers in a cup of ice water. Readings should be within 2 degrees.

Return malfunctioning thermometers to the Central Kitchen for repair or replacement. Check the box provided on the IDT whenever a thermometer is returned.

Let the Nutrition Coordinator know if a replacement thermometer is not received within three days. Note this information on the IDT also.

2. Refrigerator Thermometers

These should be checked for accuracy at least weekly and if foods fail to meet minimum temperature requirements after storage in the refrigerator.

Check the thermometer reading against that of a food thermometer that has been left in the refrigerator for at least 20 minutes. A better check is to use the food thermometer to take the temperature of a product (cup of water, juice, etc.) that has been in the refrigerator for several hours. Compare this temperature reading with that of the refrigerator thermometer. Readings should be within three (3) degrees.

3. Refrigerator

Check refrigerator temperature daily upon entering the kitchen, and record on the IDT.

The refrigerator temperature should be (less than) $< 41^{\circ}\text{F}$. All refrigerators must have a refrigerator thermometer. Adjust temperature control knob as needed to keep cold food at 41°F or less.

Refrigerators should be cleaned and sanitized weekly.

1. Remove all food items from the area. Discard any out of date milk or juice.
2. Brush out all loose food particles and soil.
3. Wash with a wiping cloth dipped into a detergent solution.
4. Rinse with hot, clean water.
5. Sanitize with a wiping cloth dipped into sanitizing solution or spray with a sanitizing solution.
6. Allow to air dry.

4. Freezer and Freezer Thermometer

Centers that provide frozen meals will need a thermometer for the freezer. The freezer temperature should be set to 0°Fahrenheit or below. The frozen food must remain frozen.

Notify the Nutrition Coordinator and the local service provider if refrigerator or freezer fails to meet required temperatures.

Do not overload the freezer. Chilled air has to be able to circulate around the food. Freezers should be cleaned and sanitized twice per year at a minimum or as needed. Follow directions for refrigerator cleaning.

5. Hot Holding Cabinets

Each center will be provided with one or more holding cabinets by the food service vendor. Centers will be responsible for operating and cleaning of the cabinets. The Food Vendor will be responsible for all repairs.

Notify the Central Kitchen office manager and write on the IDT if the holding cabinet will not heat to 155° F.

To minimize risk of electrical shock, the holding cabinet should have a three prong plug and the cord should not be frayed. The electrical outlet should be grounded.

Casters on holding cabinets are not to be removed. Notify the Central Kitchen office manager with this request.

A. Operation of Electric Holding Cabinet

- Position unit on a stable, level surface.
- Use only the power cord supplied.
- Do not operate unit with an extension cord. A surge protector may be used.
- Do not remove castors. Notify the Central Kitchen if this is desired.
- Do not put water in the pan in the base of the oven.
- Press **power** switch off before plugging in cabinet.
- Plug in cabinet.
- Press the **power** switch **on**. Power indicator light will turn on.

- Set the Heat dial between 7 and 9.
- Set humidity dial to 0.
- Preheat cabinet until desired temperature is reached, approximately 30 minutes.
- Place pans of food in warmer.
- Re-set temperature control, and adjust as necessary to reach desired temperature, typically 155-180°F.
- After the meals are served, **turn off** the holding cabinet.

B. Daily Cleaning and Sanitizing Procedure for Holding Cabinets

CLEANER: mild dish detergent

SANITIZER: 1 Tablespoon of bleach per gallon of water

- Remove all foods from the cabinet.
- Turn the cabinet off; unplug and let cool.
- Remove all loose food particles from inside the cabinet.
- Use a damp cloth and mild detergent to thoroughly wipe entire cabinet inside and out.
- Use a damp cloth and wipe inside and out with clean tap water.
- Sanitize the inside of cabinet with Chlorine Bleach Solution and let air dry before shutting cabinet door.
- Do not use caustic solutions on this unit.
- Do not spray unit with water or steam clean the unit.

6. Serving Utensils, Tea and Coffee Maker/Dispenser

The Food Vendor is responsible for providing the equipment and any needed replacement of broken items. The Food Vendor may bill for replacement items if the equipment has been abused, lost, or stolen. Center personnel should call the Central Kitchen office manager and return the broken or malfunctioning equipment to the Central Kitchen and request a replacement. Attach a note to the item being returned with the center name, date, and description of the problem. Also include a note on the IDT that the item was returned. If a replacement is not received within one week (5 serving days), call the Nutrition Coordinator.

Equipment used to prepare tea and coffee should be washed, rinsed, and sanitized in the same manner as the serving utensils. Proper serving utensils (as listed on the Serving Guide) should be available and used at each meal.

7. Serving Pans

Center personnel must scrape and rinse excess food from the serving pans. Wash and rinse the pans and lids each day as best possible prior to returning them to the food service vendor. The pans will be later washed, rinsed, and sanitized at the Central Kitchen . Report any problems with dirty serving pans on the IDT in the comment section.

8. Ice Chests and Insulated Containers (Food Carriers)

Maintenance of ice chests used to deliver beverage to the center is the responsibility of the food service vendor. However, center managers should wipe out the equipment each day and clean up any food spills.

Report any problems with food spillage, dirty or broken equipment in the comment section of the IDT.

Centers shall not use Food Vendor equipment (ice chests) for delivering the C-2 meals.

9. Insulated Carriers Used for Home Delivered Meals

Clean home delivered carriers daily.

To reduce the incidence of food borne illness the Senior Center staff is responsible for keeping home meal delivery carriers clean and maintained.

This includes any soft sided carriers, Styrofoam or insulated coolers or Cambro-type carriers.

Instructions for Cleaning:

1. Wash inside with warm, soapy water.
2. Rinse with clean water.
3. Spray with sanitizing solution or use a clean wiping towel soaked in sanitizing solution. Wring out excess moisture in the towel and wipe inside of the container.
4. Leave doors open and allow to air dry.
5. Carriers should be stored at least 6" off the floor.

Outside of carrier should be washed weekly or more often as needed to maintain cleanliness.

10. Oliver Models 1208 and 1308 Heat Sealer

Daily Cleaning Procedures

- Remove the tray carrier by pushing the carrier in, lifting the tray carrier straight up, and then pull out.
- Wipe down tray carrier and gaskets with a standard cleaning solution.
- Tip the machine up on its side, and then wipe off the heated platen. Use only a soft cloth, no scrubbers.
- Wipe sides, top and handle of the machine.
- Replace tray carrier.

Changing Cutter Blade

- Remove tray carrier, as described above.
- Use a flat-head screw driver to remove one of the screws on either end of the cutter rack.
- Replace old cutter with new.
- Replace and retighten screw. (Refer to Appendix)

11. Automatic Ice Maker (Ice Machine)

Some Senior Center kitchens have and use commercial automatic ice makers. These require regular service and maintenance (usually twice per year). Follow instructions listed on the ice machine or in the owner's manual. This is the responsibility of the local service provider.

Equipment food-contact surfaces shall be clean to sight and touch. Ice is a food or food ingredient and has been linked to several foodborne disease outbreaks.

The ice storage bin (under the ice maker) must be cleaned and sanitized regularly and kept in good repair.

Over time mold can build up on the parts of the ice maker or storage bin. Mold is not considered dangerous, but it can lead to allergies and visually contaminated ice.

General cleaning instructions for ice storage bins

- Recommend cleaning every six months or more often as needed:
- Turn the water supply off and disconnect the unit from electrical power.
- Remove ice and throw it away.
- Wash any removable parts and the inside surfaces of the ice storage bin in hot, soapy water.
Rinse all in clean water.
- Sanitize the inside surfaces with unscented household chlorine bleach (1 tablespoon per gallon of lukewarm water).
- Allow to air dry.
- Clean outside surfaces of ice machine.

12. Ice Dispensing to Keep Ice Free of Contamination

- Wash hands frequently.
- Use a clean scoop or utensil with a handle.
- Store the scoop in a cleanable container or on a clean surface.
- Do not store the scoop in the ice.
- Do not store food or drink directly in the ice.
- Keep the doors or lids of bins and machines closed.
- Clean floor sinks and hub drains frequently to prevent backflow.
- Clean the ice storage bin every 6 months.
- Most ice machines require servicing twice a year. This is the responsibility of the contractor.
- Follow instructions listed on ice machine or in owner's manual.

5-N Center Care and Maintenance

1. Tables/Counter Tops

All tables and counters must be cleaned and sanitized daily, immediately prior to use. Surfaces must be in good repair and designed and constructed to allow easy cleaning. Wiping cloths used for cleaning and sanitation purposes must be clean and sanitary. Ready to use wipes are not recommended. (Preparing Sanitizing Solution and Wiping Cloths Instruction Sheets– Chapter 7)

Between uses, wiping cloths **MUST** soak in a sanitizing solution to prevent bacterial growth.

1. Wash surfaces with a detergent solution made from water and an all-purpose dish detergent.
2. Rinse with hot clean water.
3. Sanitize with a wiping cloth dipped into sanitizing solution or spray with a sanitizing solution.
4. Spray bottles containing a sanitizing solution must be clearly labeled “Chlorine Bleach Sanitizing Solution”.
5. Allow to air dry.

2. Floors and Walls

Floors, walls, and ceilings of the kitchen shall be smooth and easily cleanable. Floors at the center must be swept daily and mopped at least once per week. Spills should be cleaned up immediately.

1. Sweep floor prior to mopping.
2. Wash floors with a mop dipped into a detergent solution.
3. Rinse with hot clean water to remove visible soil.
4. Allow to air dry.
5. After mopping is completed, mop heads must be sanitized. Soak mop heads in a sanitizing solution for 5 minutes. Turn mop head upward toward ceiling or hang to dry.
6. Brooms should be hung by the handles or stored in an inverted position.
7. Mop water should be disposed of in a janitorial sink or drain area. Toilets and urinals may not be used as a service sink. Do not dispose

of mop water in the hand washing or dish washing sinks or on the ground.

3. Garbage Cans

When in use, all garbage cans must be lined with plastic liners.

At the end of each serving day, garbage bags should be tied up and taken to an outside receptacle. Garbage should then be stored in a secured and covered dumpster or in an elevated can to keep out scavenging animals. Clean and sanitize garbage cans outside of the center as needed.

1. Transport empty garbage cans outside of the Senior Center.
2. Remove all loose food particles and soil from the garbage can.
3. Clean both the inside and outside of the garbage can with a detergent solution.
4. Rinse with hot clean water.
5. Sanitize with a wiping cloth dipped into a sanitizing solution or spray with a sanitizing solution.
6. Allow to air dry.
7. Re-line garbage cans with a plastic bag.

4. Bathrooms

Bathrooms must be cleaned and sanitized daily. Clean floors and fixtures. Keep bathrooms stocked with soap, paper towels, and toilet tissue.

1. Clean toilet rims/handles and sink basins, handles, and faucets with a detergent solution.
2. Rinse with hot clean water.
3. Sanitize using a wiping cloth dipped in sanitizing solution or spray with a sanitizing solution. A commercial cleaner can be used as an alternative.
4. Use a separate cloth from those used in the kitchen.
5. Allow to air dry.

A commercial cleaner can be used as an alternative.

5-O Employee Health at the Senior Center

Employee Health for Food Service: Paid employees and volunteer workers must report illnesses before they come to work. Employers should restrict employees and volunteers from coming to work if the individual is experiencing any of the following symptoms:

- Fever (cold sweats or chills)
- Sore throat with fever
- Vomiting
- Diarrhea
- Jaundice (yellowing of eyes, skin, fingernails)
- Infected wound or boil that is open or draining (unless properly covered)
- Persistent nasal discharge and sneezing

Employees and/or volunteers should notify employer if they have the following illnesses AND employer should notify their regulatory authority:

- Norovirus
- Hepatitis A
- Shigella spp.
- Shiga-toxin producing E. coli (STEC)
- Salmonella Typhi
- Nontyphoidal Salmonella

Workers should also let the Center Manager know if they get sick while on site.

Anyone who is sick should be restricted from working with food or beverage or utensils used in the service.

The regulatory authority (public health inspector) may ask for proof that the information has been conveyed this information, which can be provided in the following ways:

- Presenting signed statements in which staff have agreed to report illness.
- Provide documentation of training completed by staff which specifically addresses the importance of reporting illness.

- Posting signs that remind staff to notify managers when they are sick.

Good Personal Hygiene Practices

All workers must have good hygiene as follows:

- Shower or bath daily.
- Trim and clean fingernails.
- Remove jewelry on hands and arms when working with food.
- Wear clean clothes and a clean apron.
- Do not cough or sneeze over or around food.
- Do not pick or scratch nose.
- Do not taste food with fingers or an unwashed utensil.
- Do not blow into bags or plastic gloves to open them.
- Anyone sick or with skin infections cannot work around food.
- Do not eat, drink, smoke or use other tobacco products, or chew gum in the kitchen and serving area.

All workers must follow hand-washing procedures. (Refer to the Hand Washing Instruction Sheet – Chapter 7)

Clean gloves should always be worn whenever the hand will actually touch the surface of unwrapped food. (Refer to Instruction Sheet #2 – Chapter 7)

Never let people who are sick assist with the serving of food. Staff and volunteers must notify the manager if they are sick and should be asked not to come to the center.

This is especially important if the problem may be a contagious disease (diarrhea, vomiting, sore throat, cold, flu, tuberculosis, etc.). It is better to be short of workers than to allow an ill person to assist in food service. (Refer to Illness Plan and Clean-up Procedure Instruction Sheet – Chapter 7).

5-P Management of Supplies

Supplies are delivered weekly by the food vendor. The food delivery driver will leave you a blank 3-part supply order form. (See appendix) Fill out the form with the quantities of the items you need, not a check mark. Should you need something not listed, note it on the “other” line provided. Place the order form with your meal delivery ticket and the driver will pick it up

the next day. You will receive your order within three working days and your driver will leave you another blank form for your next order.

- An order must be submitted to receive supplies.
- Orders may be emailed to the kitchen or sent by the driver.
- You should maintain one week's supply in reserve.
- If you do not receive supplies that you ordered or receive a partial order, make a notation on the form and notify your Nutrition Coordinator.
- Use this form only to order supplies. If you request supplies on your IDT you request may be delayed.
- Consult the Serving Guide to see what supply items are needed each day.

For example: To order utensil kits:

Order one for each congregate meal, times (x) the number of days meals are served per week, plus amount needed in back up stock, equals (=) the number to place on the order form.

The congregate (C1) meal order for each day is 25. Meals are served Monday through Friday or 5 days per week.

Your inventory shows there are 100 utensil kits in the back-up supply. Keep one week of stock on backup utensil kits (125 kits). Anything under 125 should be added to the order. If more than 125, do not add to the order.

25 meals x 5 days to serve = 125 utensil kits. Add 25 kits for back up. Utensil kits to order for this week are 150.

Supplies should be stored orderly and in a clean, dry, and secured location. Store like things together.

Keep all items at least six (6) inches off the floor.

Keep supplies always covered, where they are not exposed to splash, dust, or other contamination.

Store first aid supplies, cleaning supplies, and other toxic materials away from the food service supplies (by spacing or partitioning).

Toxic materials should not be stored above food service supplies.

5-Q Serving Temperature Policy

- Temperature must be checked and recorded on each pan of food before serving.
- Do not serve any food that does not meet the serving temperature requirements.
- There are no temperature requirements for bread, cakes, cookies or fresh fruit.
- If any food fails to meet the temperature guidelines or there is a shortage in serving, check the **Serving Guide** to see if this food is a required food item.
- If a food is a required item, it will have a check (√) in front of its name.
- Items marked with a (√) **MUST** be replaced if short or if the product fails to make temperature.
- Replace with the same item whenever possible.
- Condiments are an optional menu item. If short a condiment, it may be replaced with a similar item if desired, but replacement is not required. This applies to: Margarine, Salad Dressing, Mustard, Ketchup, Mayonnaise, Cranberry Sauce, Relish, Sour Cream, Taco Sauce and Onions.
- Starred (*) items are those foods most susceptible to bacterial growth, which may cause foodborne illness.
- **If starred hot items are below 135 degrees F or starred cold items are above 41 degrees F, neither should be served.**

5-R Managing Food Quality Problems

Occasionally, a food safety problem or food quality issue is discovered after the food is served. The center manager and center staff should handle the situation as directed below:

- Remain calm and strive to handle the situation discreetly.
It is very important that center participants not be unduly alarmed.
- If center participants are still eating when the problem is discovered, instruct them to discontinue eating the product.

- If a foreign object (hair, bone, insect, etc.) was found in a food product, retain the object so it can be returned to the Central Kitchen .
- Call the Nutrition Coordinator who will alert other persons who may need to be involved. The Nutrition Coordinator should notify the Nutrition Team at ADSS.
- If a possible food borne illness is discovered after the center is closed for the day, call the Nutrition Coordinator immediately even if it is at night or on the weekend.

5-S Substitution Procedures

If foods need replacement, according to the Serving Guide, call the Central Kitchen to arrange the replacement. Then alert the Nutrition Coordinator.

Occasionally, a center will encounter problems and need to secure replacement foods. Reasons for calling the Central Kitchen for replacement foods include:

- Product(s) did not make minimum temperature requirements.
- Food Vendor failed to send adequate amount of food for number of meals ordered.
- Food Vendor failed to send a menu item.
- Food Vendor could not make a meal delivery by 10:00 a.m.
- The quality of the food sent was not acceptable to serve (badly burned; undercooked; off-odor; contaminated). Never serve a food item if there is any question about the safety of the food.

Take a photo of poor quality and send to the Nutrition Coordinator, who will send to the Nutrition Team at ADSS.

Replacement foods cannot be bought just because the participants do not like a particular menu or menu item. Likewise, additional foods cannot be bought if the number of participants is greater than the number of meals ordered for that day.

The AAA shall require the local service provider to have a procedure for meal replacement that allows the center manager to acquire needed food items without using contribution or personal funds.

Each center manager should have a plan of action for emergency situations. Know where foods can be purchased on short notice and the types of food that are likely to be available for purchase. Visit the store owner in advance and discuss what is likely to be needed.

Paying for replacement foods can be handled in either of these two ways:

1. The food can be purchased by the center manager and then submit a bill to the food service vendor. The center manager will need to provide the Food Vendor with a receipt, center name, date items purchased, and the name and address of person who should be reimbursed. (Refer to Chapter 8)
2. The center can request the Food Vendor to set up an arrangement with 1-2 local businesses to serve as "Alternate Vendors". In this case, the center manager is authorized to purchase replacement foods and the bill is sent directly to the Food Vendor by the store or restaurant.

If a complete meal needs to be replaced, check the "Complete Meal Menu Substitution List" in this section (**S-T**) for menu combinations that will supply at least 1/3 of the DRI for the indicator nutrients.

If a part of a meal is lacking due to temperature problems or shortages check the Serving Guide to see if this food is a required food item. If required, it will have a check (✓) in front of the recommended substitutions. Centers are always encouraged to secure required food replacements whenever possible for each item.

Picnic and cookout meals are special situations. However, these meals must meet the same temperature requirements as regular meals. If problems are encountered with one of these meals, check the Picnic Serving Guide. (Refer to Chapter 9).

5 -T COMPLETE MEAL MENU SUBSTITUTION LIST (FAST FOOD)

This list is provided to assist centers in making appropriate selections when any or all meals require a full replacement. All listed items for each meal must be obtained. The menus listed are ADSS approved replacement menus. Nutrition Coordinators must approve replacement of complete meals prior to purchase.

Cheeseburger Option						
Entrée	Side	Side	Side	Condiments	Milk	Juice
Cheeseburger (1 Each)	French Fries (Small)	Side Salad <u>or</u> lettuce and sliced tomatoes on the burger	½ Cup Mandarin Oranges <u>or</u> Fresh Orange	Appropriate condiments as needed	Milk (8oz)	Orange Juice (4oz)

Chicken Option					
Entrée	Side	Side	Side	Milk	Juice
Chicken Fried, baked or grilled (1 Breast or 3 Tenders or 1 Leg & 1 Thigh)	Mashed Potatoes (½ Cup)	Coleslaw with Carrots (½ Cup)	Beans Baked beans, pinto, lima, or various (½ Cup)	Milk (8oz)	Orange Juice (4oz)

Blank

Chapter 6

Volunteers

Volunteers, within a Senior Center and in the larger community, are one of the greatest resources of a Senior Center. Traditionally, the ENP has relied on a large number of volunteers to supplement the efforts of a skeleton staff in providing services at the local level. The program was founded on the premise that enlisting older volunteers in meaningful service activities would foster program ownership and provide a sense of self-worth and purpose. Many retirees have both the skills and available time to aid with Senior Center programs. Recruit their assistance, use them wisely, and reward them well.

Suggestions for utilizing volunteers in Senior Center activities, listed in Table 6-1, that follows, are several ways center managers may be able to use volunteers in Senior Center activities. This list is by no means complete. Center staff will be able to come up with many other ideas.

Appropriate activities for volunteers:

Policies on the appropriate activities of volunteers vary somewhat between the AAAs. Always check with the Nutrition Coordinator to ensure conformance to the AAA policies. This will vary from one AAA to another. Volunteers are to assist the center manager. The center manager is to supervise and give direction. Center volunteers can assist with the Senior Center activities and make suggestions in any way the center manager approves.

Table 6-1: Suggestions for Involving Volunteers in Center Activities

Congregate Meals Program	Programming Activities
Greet/register participants	Order program materials
Send cards	Invite/suggest guest speakers
Write thank-you notes	Present a short program
Telephone absentee participants	Lead craft workshop
Suggest potential participants	Make daily announcements
Accompany center manager on home visits	Lead Pledge of Allegiance
Count contributions	Play piano, guitar, etc.
Get out craft/game supplies for the day	Lead singing
Maintain bulletin board	Duplicate handouts
Donate magazines and books	Secure videos and DVDs
Home Delivered Meals Program	Become an exercise leader
Deliver meals	Share computer skills
Prepare tray favors for meals	
Prepare daily meal tray messages	Meal Service Activities
Do daily telephone participant checks	Get out paper supplies
Run errands for participants	Date home delivered meal containers
Assist participant with household tasks	Clean tables before and after meals
Prepare holiday gift baskets	Set table
Assist participants with correspondence	Serve plates
Friendly visits	Prepare coffee/tea
	Sanitize utensils
Maintenance and Decoration of Facility	Wash serving pans/serving counter
Take out trash	Distribute milk/beverage
Sweep floor	Distribute plates
Straighten chairs/room at end of day	Check food temperatures
Prepare table tents	Publicity/Outreach/Fundraising
Make table decorations	Write article for newspaper
Decorate for special occasions	Maintain activity scrapbook
Make minor repairs to center facilities	Suggest potential participants
Bring in flowers or plants	Present programs about center
Paint/wallpaper area	Participate in fund-raisers
Plant flowers outside area	Provide rides to others
Wash windows	Get goods and services donated
Donate furnishings	Help plan special events
Change lights	Prepare posters and flyers

Characteristics of Center Managers who are successful at recruiting volunteers:

- Set a positive example of volunteerism.
- Welcome assistance of others.
- Recognize and utilize people's strengths.
- Have an outgoing, enthusiastic manner.
- Show appreciation and respect for volunteers.

Suggestions for recruiting volunteers within the center:

- Know the center's needs and the skills of potential volunteers. Volunteering should be a positive experience for all parties.
- Make a general request for assistance to the entire group. Be specific in describing what is needed and when. (Example: Three people are needed to help serve plates; One person is needed to greet participants on Mondays; 3 to 4 people are needed to help decorate the Christmas tree on Thursday afternoon; etc.) By describing exactly what is needed and when, participants are better able to judge the time commitment and level of skill needed.
- Make individual or personal requests to specific people. Consider the various talents and skills of center participants. Ask participants to assist with specific tasks that they are likely to be good at and would enjoy doing. For instance, a retired teacher might be a good person to lead a discussion group or present a program; a person in a wheelchair might enjoy doing secretarial tasks; a handyman might enjoy making wooden ornaments.
- Have a "Volunteer Sign Up Sheet". The center manager should attempt to use all volunteers listed.
- Use a Job Jar. Make a list of tasks. Write each task on a slip of paper, and put it in the jar. Participants draw for assignments. This can work well in a center that has a history of participants never volunteering. If the participant is unable to perform any task in the jar, allow one "redraw" chance or the opportunity to swap tasks with someone else.
- Have a rotating assignment list. Make a rotating list of volunteers. The center manager reads out the workers for the day and their assignments.

Suggestions for recruiting volunteers in the community:

- Appeal to the community for assistance utilizing the newspaper or and/or the radio. Local newspapers and radio stations will often run brief announcements.
- Ask for the assistance of community leaders in recruiting volunteer help. Ministers, civic club leaders, and church group officers may be able to assist in recruitment. Oftentimes high school groups such as the National Honor Society, Key Club, and Anchor Club require their members to do service work. Scouts also have required service projects.
- Ask local businesses to encourage their workers to volunteer.

Managing a volunteer staff:

- The center manager must train volunteers in job tasks, reward work efforts, and retrain as necessary.
- Make certain that volunteers know what they are to do. Be sure all volunteers are aware of the rules and are willing to conform. Post clear instructions for serving food in the serving area. Whenever possible, explain the reason for a rule or procedure.
- Try to place workers according to their abilities. If a volunteer becomes unable to perform their usual job, find an alternative task if possible.

Rewarding volunteer workers:

Center managers should make certain that workers feel needed and appreciated. This can be done in several ways:

- Routinely thank the entire group for their efforts, and tell them they did a nice job.
- Make a point to specifically tell an individual how much his/her efforts were appreciated on a given day or for a particular task. Write thank-you notes to community volunteers and speakers. A participant could assume this responsibility.
- Have a "Volunteer Appreciation Day".
- Have a "Volunteer of the Day or Week" badge that the selected volunteer wears for a day or week. Rotate it within the group.

Chapter Seven

Instruction Sheets

1. Hand Washing
2. Glove Use
3. Preparing Sanitizing Solution
4. Preparing Dish-Washing Sink
5. Washing and Sanitizing Utensils
6. Wiping Cloths
7. Checking Food Thermometers for Accuracy
8. How to Measure the Temperature of Food
9. Temperature Danger Zone
10. Instructions for Ice Tea Preparation – Tea Concentrate
11. Instructions for Coffee Preparation
12. Plate Diagram
13. Diagram for Cornbread and Sheet Cakes
14. Illness Plan and Clean-Up Procedure
15. Which Scoop Size?
16. Which Spoodle Size?

Hand Washing

1. Wash hands often. This may be the most important thing to keep germs from contaminating food.
2. Wet hands with running water.
3. Apply soap.
4. Rub and scrub hands together for 15-20 seconds. Clean under fingernails and between fingers.
5. Rinse thoroughly under running water.
6. Dry hands and arms with a paper towel, heated air hand dryer or a fast blowing air hand dryer. Use a paper towel to turn off the faucet and open the door.

Kitchen workers must wash hands at the following times:

- Before putting on gloves to work with food, and after taking off gloves.
- After touching face, hair, clothes or apron.
- After using cell phone or telephone.
- After clearing tables or handling dirty dishes.
- After using the bathroom or talking on the phone.
- After smoking, drinking, chewing gum or eating.
- After blowing nose, sneezing, or coughing.
- After handling money or garbage.
- After using chemicals that might affect the safety of the food.
- After sweeping or other activity that can contaminate hands.

Any new or renovated kitchens require a hand-washing sink in the kitchen and approved by Alabama Department of Public Health (ADPH local health authority).

Glove Use

- Gloves are not a substitute for hand washing. Always wear plastic gloves when dipping food or whenever the hand will be touching any unwrapped food or the food contact surface of plates and cups.
- Wash hands before putting gloves on, and after taking gloves off.
- Do not blow into the glove to open it. This introduces bacteria.
- Whenever gloves are worn, they must be changed, or replaced as often as hand washing is required to reduce risk of contamination.
- Put on a fresh pair of gloves if they get damaged or soiled during serving.
- Single-use gloves are meant to be used for a single task.
- Gloves must never be re-used or washed.
- Gloves do not have to be used when passing milk, juice or wrapped desserts.



Preparing Sanitizing Solution

Sanitizing with bleach – the final step needed to remove bacteria from food contact surfaces that have just been cleaned.

1. Measure bleach with measuring spoon or cap from bleach container.
2. Bleach is an unstable chemical and will vary in strength, so chlorine test strips must be used to test the sanitizing solution.
3. Solution should be mixed fresh daily.

As a guide use: One tablespoon of bleach (1 capful) per 1 gallon of water

4. Test the strength of the solution with the chlorine test strips.



5. Dip the end of the strip into the sanitizing solution for 1 second. Check the color against the guide on the container.
6. The concentration should be 50 - 100 ppm.
 - If the solution is too strong, add a little water to dilute.
 - If the solution is too weak, add a drop or two of bleach.
 - Too weak of a concentration will not provide effective sanitizing.
 - Too strong of a concentration may leave a poisonous residue.

Preparing Dish-Washing Sink

A. Equipment Needed:

- 3-Compartment Sink *
- Dishwashing Detergent
- Chlorine Bleach, Regular
- Test Strips (from food service vendor)
- Cap from bleach for measuring.
- Wiping Cloths

* A 3-compartment sink equipped with hot and cold water for washing, rinsing and sanitizing utensils is required for any new or remodeled kitchen. Senior Centers grandfathered in since 2013 may use a 3rd pan with their 2-compartment sinks as required for wash, rinse, sanitize. Local provider is responsible for 3rd pan.

B. Preparation of Sink

1. Clean sink. Make sure that it is free of all food particles and soil.
2. Fill the first compartment 2/3 full of hot water and dish detergent solution. Water should be hot (110-120° F). Do **NOT** add bleach to this water as it will interfere with the detergent.
3. Fill the second compartment 2/3 full of clear, hot water (at least 110° F).
4. Fill the third compartment 2/3 full of chlorine sanitizing solution measuring 50 - 100 ppm.

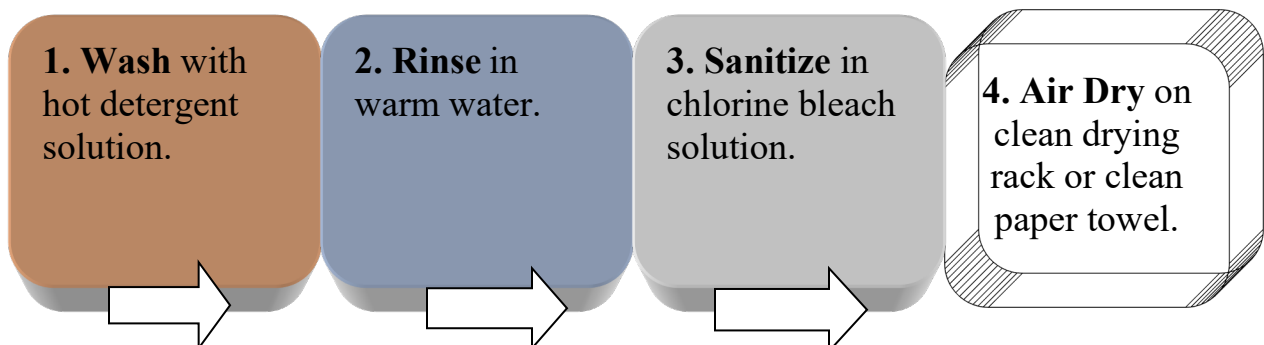
As a guide use: One tablespoon (1 capful) chlorine bleach per 1-gallon water

**Water temperature should be lukewarm (75-100°F).
Higher temperatures can destroy the bleach.**

Washing and Sanitizing Utensils

1. Pre-rinse and scrape all utensils and dishes to make the wash and sanitation steps more effective.
2. Wash utensils in hot, sudsy water in first compartment of sink. Change water often to keep it free of food particles.
3. Immerse utensils in hot water of second compartment to rinse or rinse with running water. This step is very important as it removes surface residue that can decrease the effectiveness of bleach. Change water often to keep clean.
4. Immerse the utensils in sanitizing solution of third compartment for 1 minute. Check the concentration of the water with the test kit regularly. Change water as needed to keep the degree of sanitizer correct, 50-100 ppm.
5. Shake excess water off utensils, and use immediately or let air dry.
6. Utensils can air dry on paper towels or on a sanitized surface. Once completely dry, store sanitized utensils in a clean, dry location; where they are not exposed to splash, dust, or other contamination; and at least 6 inches off the floor.
7. Utensils and other equipment **CANNOT** be dried with a cloth, rinsed after sanitizing, or stored in the sanitizer.

Manual Dishwashing Procedure for use in 3-Compartment sinks at Senior Centers



Wiping Cloths



Use a clean towel in container of sanitizer

- Sanitizing solution containers should be clearly labeled “Chlorine Bleach Sanitizing Solution”. Solution should be mixed fresh daily.
- Between uses, *wiping cloths* must soak in chlorine sanitizing solution of 50-100 ppm. Do not put soap or detergent in this.
- *Wiping cloths* and chlorine sanitizing solution must be free of food or visible dirt.
- *Wiping cloths* should be held in containers that are stored off the floor.
- *Wiping cloths* shall be laundered daily by
 - a) Washing machine and dried in a dryer or,
 - b) By washing cloth in clean detergent solution, rinsing thoroughly in clean water, soak in sanitizing solution for 5 minutes, and hang to air dry.
- Commercially purchased chlorine bleach sanitizing wipes are not recommended for use in the centers due to the risk for error in the variety of products available.
- Disinfecting wipes may be used in areas other than the kitchen. The label should indicate the product can effectively kill germs like viruses, bacteria, and fungi. A bleach and water solution remains the best option for killing viruses such as COVID-19 on hard surfaces in the Senior Center.
- Sponges are *not* to be used.

Checking Food Thermometer for Accuracy

Thermometers should be checked for accuracy:

- Before first being used
- Whenever they are dropped
- A minimum of once daily
- If foods do not meet temperature standards



Ice Bath Method

1. Fill a large container with ice. Add clean tap water until the container is full. Stir well so the mixture comes to a constant temperature.
2. Place both thermometer stems in the ice water mixture so that the entire sensing area is submerged. Do not let the stem of the thermometer touch the sides or bottom of the container. Wait at least 30 seconds or until indicator stops moving.
3. With the stem of the thermometers still in the ice water mixture, the readings should each be approximately 32°F.
4. If the reading is in the range of 30°F - 34°F, continue to use the thermometer. If a thermometer is not in this range, return it to the Food Vendor for repair or replacement. Do not try to correct the readings.
5. Record the actual readings on the IDT

How to Measure the Temperature of Food

A **thermometer** is the most important tool checking the temperature of food.

1. Wash, rinse and sanitize. Do this before using the thermometer and after checking each food item. (bleach solution or single alcohol preps) may be used to clean metal stem between food items.
2. Check to see if the thermometer will measure temperatures correctly by checking calibration. Use the ice point method for this.
3. Set on F (Fahrenheit) and not C (Celsius).



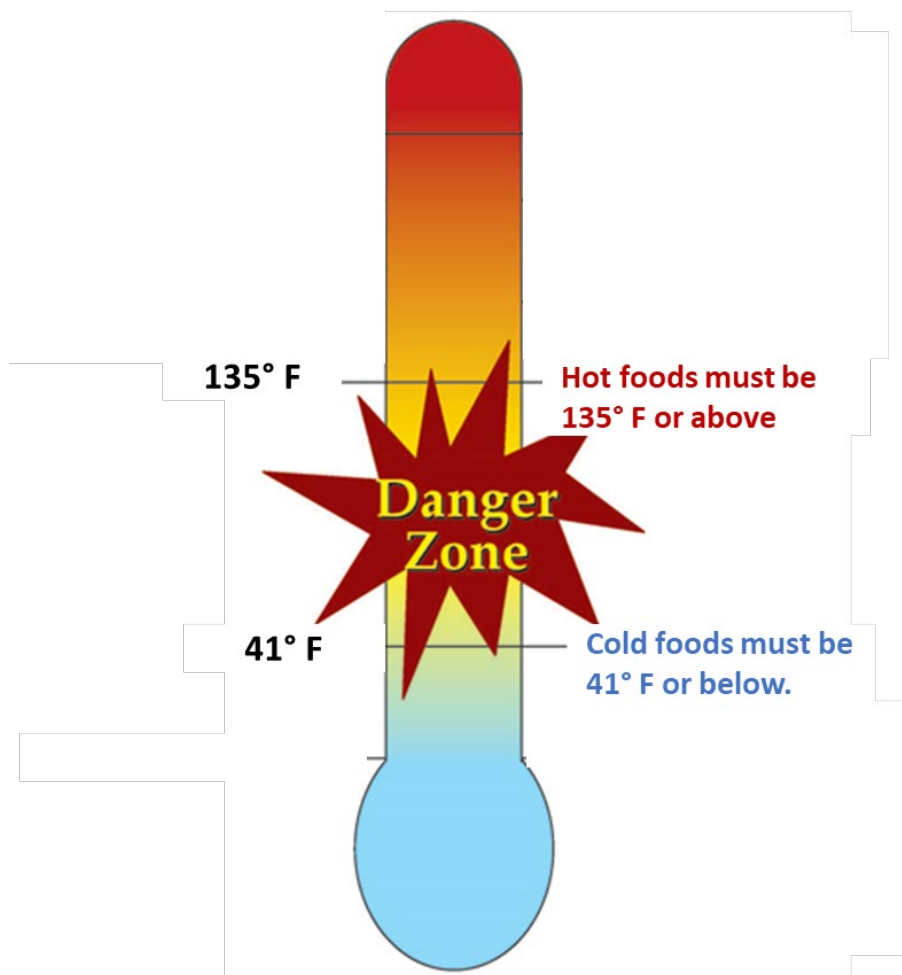
4. Place metal stem at least ½” deep into food or beverage. Do not touch bottom or sides of container.
5. Wait until the thermometer reading stays steady before writing down a temperature. Take another reading in a different spot.
6. Keep the thermometer in its storage case when not in use and keep thermometer and case both clean.
7. When measuring milk or sour cream temperature without puncturing carton, place pointed metal stem between two cartons/packs and hold cartons/packs together firmly.
8. When measuring sandwiches, place pointed metal stem through sandwich wrap into meat/cheese sandwiched between bread. Keep thermometer in close contact with meat and cheese.



Temperature Danger Zone

Bacteria grow most rapidly in the range of temperatures between 41°F and 135°F, doubling in number in as little as 20 minutes. This range of temperatures is often called the "Danger Zone."

Check the temperature of food when it arrives at the center and before serving. Foods susceptible to bacterial growth are starred in the serving guide. Starred hot items below 135°F and starred cold items above 41°F should not be served.



The ADSS Serving Temperature Policy is in accordance with the USDA Food Code; Time/Temperature Control for Safety Food, Hot and Cold Holding.

Instructions for Iced Tea Preparation

Tea leaves sometimes contain harmful bacteria that have the potential for causing human illness. Tea concentrate has reduced risk of micro-organisms but still poses a risk. If the equipment is not properly sanitized; or if prepared tea is stored incorrectly, people might become ill from drinking tea.

Make tea fresh daily. Discard any leftover tea at the end of the day.

Equipment: Iced Tea Dispenser (3 Gallon)

Supplies provided by the foodservice vendor:

- Tea Concentrate
- Lemon Juice Packets
- Ice
- Sugar Packets
- Artificial Sweetener Packets
- Cups (8 oz)



4oz bottle of tea concentrate

Each bag of ice will be sufficient for 20 servings.

Food Vendor should send 1 bag of ice for up to 20 congregate meals; 2 bags for 21-40 congregate meals; 3 bags for 41-60 congregate meals, etc.

Preparation

1. Fill the iced tea dispenser with water to the appropriate level for the number of clients eating a meal. One 8 ounce serving of iced tea is appropriated to each client. Water volume measurements are indicated inside the reservoir.

Water used to mix with tea concentrate may be cold, room temperature or hot as desired.

Water Volume	Number of 8 Ounce Cups
1 gallon	16 cups
2 gallons	32 cups
3 gallons	48 cups

2. Pour the appropriate amount of tea concentrate into the iced tea dispenser. One bottle of tea concentrate makes 3 gallons of tea.

Arrows on the side of the bottle indicate the amount of tea concentrate needed if only one or two gallons of tea is desired.



1 Gallon

2 Gallons

3. Stir tea concentrate in water with a large spoon.

4. Discard bottle if empty. If there is remaining tea concentrate, use a sharpie marker to put the date on the bottle, re-cap the bottle and store it in refrigeration. Discard remaining concentrate every **Friday**. Opened tea concentrate may not be stored longer than 1 week.

5. Serve tea over ice in 8oz cups. (Use a sanitized utensil or glove to serve ice.)

Cleaning

1. Discard leftover tea daily.
2. Wash iced tea dispenser in hot, soapy water. Rinse. Sanitize. Allow to air dry. Do not place in automatic dish washer.
3. To clean the outside, simply wipe with a damp cloth dipped in detergent solution. Then wipe with a damp cloth dipped in bleach solution.

Instructions for Coffee Preparation

The Food Vendor will send supplies for serving coffee with the supply order. Amounts ordered should be appropriate for one cup per congregate meal. Each center should have a coffee urn to use for coffee preparation. If the center does not have urn, consult the Nutrition Coordinator.

Make coffee fresh daily. Discard any coffee leftover at the end of the day.

Equipment: Coffee Urn

Supplies provided by the foodservice vendor:

- Coffee packs (2oz)
- Sugar
- Non-dairy creamer
- Stirrers
- Cups (8oz)
- Artificial sweetener

Preparation:

1. Wash, rinse, and sanitize the coffee urn each morning. Be sure to clean spout. Do not immerse the urn in water, as this will destroy the electrical parts.
2. Sanitize with a chlorine bleach solution (1 Tablespoon bleach per gallon of water). Wipe the urn with a clean cloth dipped in a sanitizing solution.
3. Use the appropriate amount of coffee grounds for the number of clients eating a meal. Each 2 oz package of coffee grounds will make 10-12 servings.
4. Water level measurements found on coffee urn indicate the number of 5-ounce cups of coffee. Use the following proportions to provide adequate servings of coffee for congregate meals:

Number of 5 Ounce Cups	Water	Coffee Grounds
12 cups	7.5 Cups	1 pack
20 cups	3 Liters	1.5-2 packs
40 cups	6 Liters	3-4 packs
60 cups	9 Liters	4-5 packs

5. Fill urn with appropriate amount of cold water. Add coffee grounds to basket. Turn on coffee maker.

Cleaning

1. Discard leftover coffee at the end of the day. Wash coffee pot with hot sudsy water and rinse thoroughly.
2. If a white residue begins to accumulate inside coffee pot:
 - a. Fill coffee maker with 1-quart water and 1 ½ quarts (6 cups) white distilled vinegar.
 - b. Place stem, empty coffee basket, and lid in place; turn coffee maker on.
 - c. Allow one complete perking cycle. Let stand for 20 minutes.
 - d. Pour out solution and rinse thoroughly.

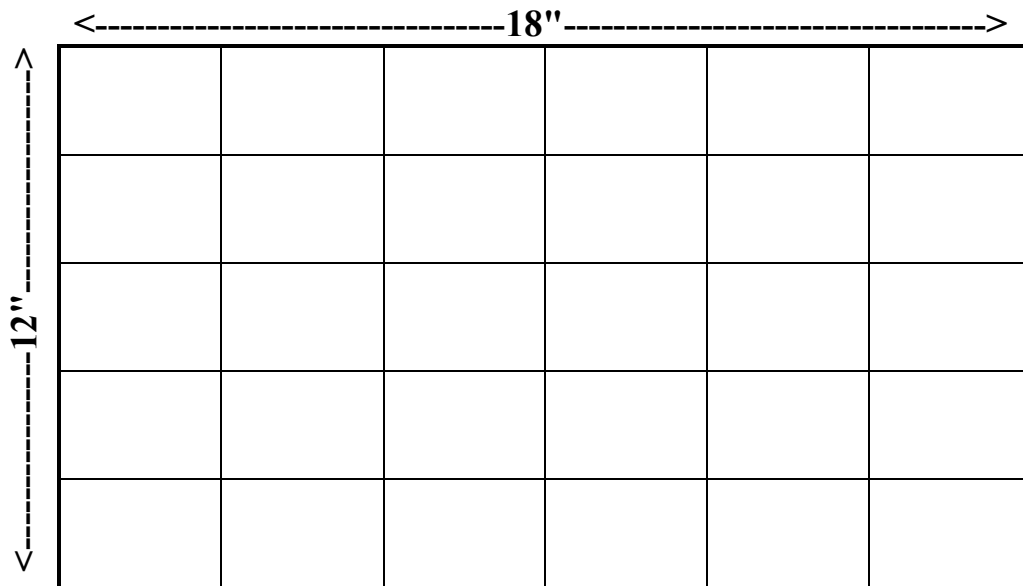
Plate Diagram



- Refer to the Serving Guide each day for the recommended placement of foods on the tray.
- The goal is to have an eye appealing plate and to safely serve the correct portion of all food items to each participant.
- Prepackaged food should not be placed on plate if it touches unwrapped food.

Cutting Diagram for Cornbread and Sheet Cakes

Pan of cake or cornbread - 30 Servings



Each piece is about 2 1/4" x 2 3/4"

Illness Plan and Clean-Up Procedure

Keep these procedures available and provide to the Health Inspector upon request.

These are specific actions employees must take to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomitus or fecal matter.

Vomiting and diarrheal accidents should be contained, and the area sanitized using the following recommended steps:

1. Isolate the area: Remove ill employees or clients from the area.
2. Establish a perimeter of 4-5 feet: (FDA recommendation) outside of the visible area of splatter, to account for the settling of aerosols created when the matter was expelled. Also, work from the outside of the circle to the inside to prevent spreading the contents.
3. Wear personal protection: Put on disposable gloves, masks, aprons and bonnets. Disposable shoe covers are recommended but swabbing the sanitizing solution on the bottom of shoes prior to leaving the area of contamination is sufficient.
4. Absorb: Pour kitty litter or other absorbent material on contaminate.
5. Scoop: Using a small, disposable shovel, or disposable towels scoop contaminate into trash bag and seal.
6. Sanitize: Use $\frac{3}{4}$ cup concentrated or 1 cup regular of chlorine bleach to a gallon of water to mop up the area with a disposable mop.
7. Dispose: Place mop, and protective clothing in trash bag and seal. Transfer to dumpster.
8. Ensure the affected area is adequately ventilated (the chlorine bleach solution can become an irritant when inhaled for some individuals and can become an irritant on skin as well).
9. Properly Wash Hands – if possible, take a shower and change clothes.
10. Discard any food that may have been exposed in the affected area.
11. Document the information of the person(s) who was ill with an incident report. Information such as: name, address, age, and travel history

(itinerary of last few days), and a 3-day food consumption history should be included.

Include information such as: the location of the incident, the time and date, and procedures of the cleanup process. Keep the information on file for at least a year.

Note: The information may be useful for the Health Department's investigation.

Refer to Norovirus poster for pictured instructional information. (Follows)

Clean Up & Disinfect For **NOROVIRUS** A STOMACH BUG

Act fast! Clean up any vomit or diarrhea immediately.

1 WIPE UP SURFACES

Only use hot water & bleach if fabric laundering directions permit

2 CLEAN UP SURFACES

3 DISINFECT SURFACES

3/4 CUP CHLORINE BLEACH* + 1 GALLON WATER

*If using regular strength bleach (5.25%), increase the amount of bleach to 1 cup.

4 WASH YOUR HANDS

Any vomit or diarrhea may contain norovirus and should be treated as though it does.

Cualquier vomito o diarrea puede contener norovirus y debe ser tratado como si lo hiciera.

Toute vomissure ou diarrhée peut contenir un norovirus et doit être traitée comme si elle en contenait.

任何呕吐或腹泻都可能含有诺如病毒，治疗时应视为含有诺如病毒处理。

Scientific experts from the U.S. Centers for Disease Control and Prevention (CDC) helped to develop this poster. For more information on norovirus prevention, please see <http://www.cdc.gov/norovirus/preventing-infection.html>.



What foods are served with a #8 Scoop?



Taco Meat (Chicken or Beef)



Pudding



Potato Salad



Rice



Applesauce

#8 Scoop



Look for the SCOOP SIZE before using!

#6 Scoop



Look for the SCOOP SIZE before using!

Which Scoop?

#6 & #8 are the only 2 scoop sizes we use.

Scoop Number	Scoop Size
8	4 oz.
6	6 oz.

Portion Control Tips:

-Refer to the Serving Guide for suggested utensils at each meal.

-Be sure to level scoops and spoodles.

What foods are served with a #6 Scoop?



Macaroni & Cheese



Casseroles like Italian Mac



Beef Tips/Rice



Chicken Pot Pie

What foods are served with a 4 oz Spoodle?



Baked Beans



Carrots and other Veggies



Cobblers

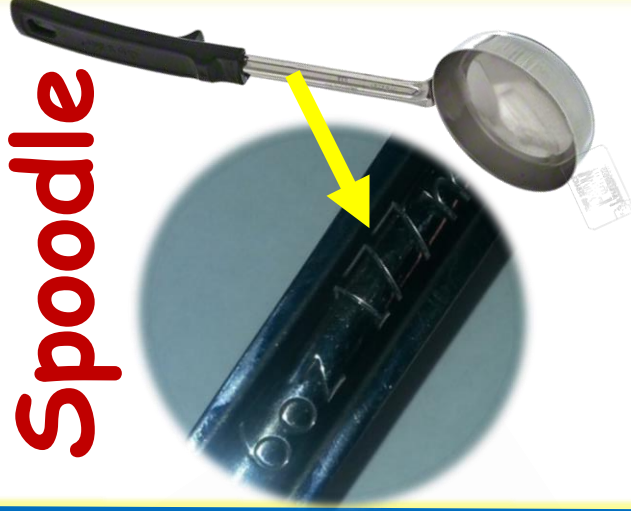


Stewed Tomatoes



Peas

6oz Spoodle



Size may be on the **FRONT** or **BACK** of the handle.

4 oz Spoodle



Look for the Spoodle **SIZE** before using!

Which Spoodle?

4 oz & 6 oz are the only 2 spoodle sizes we use.
We use 4 oz solid and slotted spoodles.

Spoodle Size
4 oz.
6 oz.

Portion Control Tips:

-Refer to the **Serving Guide** for suggested utensils at each meal.
-Be sure to level scoops and spoodles.

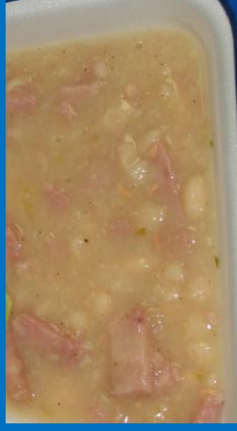
What foods are served with a 6 oz Spoodle?



Macaroni & Cheese



Casseroles like Italian Mac



Ham & White Beans



Soups like Taco Soup

Blank

Chapter Eight

Forms - Instruction and Overview

8-A Instructions for Completing Item Delivery Ticket (IDT)

The IDT is the official and legal record of the foods that were ordered and delivered to a Senior Center.

The IDT lets the Nutrition Coordinator and the Food Vendor know if all items ordered were received and the condition of the delivered products. The IDT is also the means for centers to tell both the Food Vendor and the Nutrition Coordinator about any problems incurred and how those problems were handled.

Be specific and factual in reporting problems. It is very important that center managers fill out the ticket completely and accurately.

Each meal must be nutritionally complete *and* served to an eligible participant to be paid with Older Americans Act funding. The IDT captures information to verify each meal is complete and who is paying for them.

Procedures

There are three copies of the ticket. After completing the requested information, return the original to food service vendor, send the second copy to the Nutrition Coordinator, and keep the bottom copy for center records.

The food vendor's driver will pick up the Food Vendor copy when he returns to the center with the next food delivery. Have a designated place where center personnel always leave this ticket and any other forms that need to go to the food service vendor.

Complete the ticket, preferably with a ballpoint pen. Write firmly so that all copies will be clear and easy to read.

If an error is made in recording information on the ticket, draw a single line through the part that is wrong and initial it, then write the correct information.

Always keep some blank IDTs on hand that the center can use. These and supply forms are supplied by the food service vendor. When the center needs new forms, request them on the IDT in the "Comments" section.

Unit Number: A6775

Item Delivery Ticket

Trio, State and Federal

WARC

Friday, 7/28/2023

Birmingham, AL - A6775

WOODSTOCK SENIOR ACTIVITY CENTER

Route BH101 Stop 1

Hot Meals SCD (38)	Ordered	Delivered	Replace	Served	Not Served	Eligible	Guest
Title III (C1 SCD)	<u>25</u>	_____	_____	_____	_____	_____	_____
Title III (C2 SCD)	<u>13</u>	_____	_____	_____	_____	_____	_____

REPLACEMENTS

Food	Servings Short	Reason Unacceptable	Food Purchased

Alternate Vendor: _____ Cost: \$ _____

FOOD QUALITY

Excellent:	<input type="checkbox"/>	Delivery After 10:00:	<input type="checkbox"/>
Very Good:	<input type="checkbox"/>	Delivery After	
Good:	<input type="checkbox"/>	10:00 - Unable to Serve*:	<input type="checkbox"/>
Fair:	<input type="checkbox"/>	Entire Delivery - No Show:	<input type="checkbox"/>
Poor:	<input type="checkbox"/>	No Sub Notice:	<input type="checkbox"/>
		Weather Closing:	<input type="checkbox"/>

* Explain why unable to serve food in comments below

TEMPERATURES

	Delivery			Serving		
	Pan 1	Pan 2	Pan 3	Pan 1	Pan 2	Pan 3
Entrée:						
Side:						
Side:						
Side:						
Dessert:						
Milk:						
Juice:						
Refrigerator:						
Thermometer:						

Comments:

Accepted By: _____

Driver's Initials @ Arrival: _____

Time of Arrival: _____

The Item Delivery Ticket will have printed on it:

- Name of Senior Center with route and stop
- Unit Number
- AAA
- Day and Date (ex: Monday, 10/1, 2023)
- Central Kitchen Name
- Types of Meals and Quantity Ordered

The driver will document on the Item Delivery Ticket the driver’s initials and time of delivery.

8-C Meal Documentation Section

The center manager will document the following on the Item Delivery Ticket:

- Number of each meal type delivered.
- If **meals** were not delivered and were replaced, indicate that in the **replaced** column.
- Document number of **meals** served.
- Document any unserved meals in the **Not Served** column. Then indicate if those unserved meals were for eligible clients or guests.
 - a. If meals were unserved because the amount of people available to eat was less than the amount of meals ordered, record that number in the **Not Served** column.
 - b. The number of eligible participants present who were served a meal in the **Eligible** column.
 - c. If meals were served to guests that are not eligible record that number in the **Guest** column.

Example: Twenty-five meals delivered. Twenty meals served to **Eligible** people. Two meals served to **Guests**. Three **Not Served**.

Hot, Picnic, Shelf-Stable	Value will be number of meals delivered.
Frozen (5 pk, or 7 pk)	Value will be the number of packages delivered.

For **Frozen Meal Packs**, the number delivered will be the same as the number ordered UNLESS the Food Vendor failed to deliver an entire package of meals.

For **Hot or Picnic Meals**, the number delivered will be the same as the number ordered UNLESS the Food Vendor failed to deliver a COMPLETE meal.

If an item is missing due to shortages, temperature problems, or quality problems, it is still considered a complete meal delivery. This does not reduce the number of meals delivered.

8-D Replacements Section

The replacements column captures all shortages of food items, condiments, and/or complete meals. Record the number of complete meals missing and/or every item that was missing along with the number of missing servings from each item.

- On the IDT, indicate if the center replaced the items that were short. Be certain to describe exactly what foods were purchased.
- Tea and coffee will be available year-round. If tea is ordered, ice should be delivered. If no ice is delivered, note this in the “Comments” section.
- If the quality of a food item is unacceptable, and the food cannot be served, note the number of servings that were affected on the IDT in the column “**Reason Unacceptable**”. Describe what was wrong in the section “Comments”. Never serve a food item if center staff thinks it may be spoiled or contaminated. Follow proper food replacement procedure to replace any foods.

Example: Bug in the green beans affected 40 servings.
Replaced with tomatoes.

Example: 10 servings of ham were burned. Replaced with ham.

Example: Gelatin was liquid, 40 servings. Did not replace.

Example: Milk was out of date, 10 servings. Replaced with milk.

Example: Meatloaf was delivered at 110°F. Replaced with hamburger patty.

- Return all the food that was rejected for quality problems to Food Vendor unless otherwise directed by Food Vendor (such as foods that did not meet temperature guidelines).
- Label the food as “Do Not Eat, Return to Vendor”.

- Store pans of food in the refrigerator for pick up by the driver on the next delivery day.
- If this occurs on a Friday, call the Food Vendor to see if they have someone available to pick up the food or to receive other instructions on how to handle the food so it doesn't have to be stored over the weekend.
- If possible, take photos of the problematic foods, showing the quality issue, and forward them onto the Central Kitchen and the Nutrition Coordinator.
- If contaminants are found in the food, such as a wire bread loaf tie, save the contaminant. Return the contaminant and the food to the Central Kitchen so that an investigation can be conducted.

Replacement Foods

Always call the Central Kitchen before replacing a food. Whenever the center purchases replacement foods, note on the IDT what was bought and the amounts in the column "Food Purchased".

On the line marked "Alternate Vendor", tell where the foods were purchased and the total "Cost" of the purchase. This provides additional documentation for reimbursement purposes. If a center replaces food with products that are donated or in stock at the center, describe the explanation using these terms:

- Donated—a store, individual, or other organization gave the center product.
- In stock—center used product leftover from another serving day to replace the missing item (applicable to juice, milk, condiments).
- AAA supply—center had product on hand to use as replacements when problems arose. This product may have been purchased by AAA, center, or the local service provider (city, county, or an agency).
- Vendor supply—same as above but vendor purchased.

8-E Food Quality Section

Each day, rate the overall quality of the meal using the five-point scale on the IDT. The rating should reflect the participants' opinion rather than that of the center manager. In determining a rating, consider how many complaints were received and note how much food was left on the plates.

Late Delivery

- Meals should be delivered by 10:00 a.m. each day. A center may replace meals if they are not delivered by 10:00 a.m.

If for example, the participants have left due to late delivery and food arrives, check the box indicating **10:00 - Unable to Serve** and explain in comments section.

Check the line item on the IDT **Delivery after 10:00 a.m.**, and document on the IDT the time the meals were delivered late.

Centers may elect to wait on the driver if the delivery is just a few minutes late. This is the AAA's choice. Always call the Central Kitchen if meals are not delivered to the Senior Center by 10:00 a.m.

- If the meals are **not** delivered to the Senior Center by 10:00 a.m., and the Central Kitchen did not contact the Senior Center staff, then it can be marked a **No Show**.

No Sub Notice

- Whenever there is a menu change, the driver must bring a notice of that change.

If the menu item(s) delivered differs from the planned menu and a **Menu Substitution Notice** was not delivered with the meals, call the Nutrition Coordinator immediately and advise her/him of the problem.

To document the problem, check the **No Sub Notice** line item on the IDT and list the food item that was substituted in place of the planned menu item. Note:

Do not serve foods delivered without a **Menu Substitution Notice** unless the ADSS Nutrition Staff and/or Nutrition Coordinator authorize serving the food.

Weather Closing

Check this line item on the IDT if the Senior Center must close unexpectedly for weather related emergencies.

8-F Temperatures Section

The food temperatures of all starred foods (see current menu Serving Guide) delivered in insulated containers (food carriers) will be checked by the center staff at the time the food is accepted. This information will be recorded in the appropriate column(s) in the “Temperatures” section of the delivery ticket.

- If any foods fail to meet temperature guidelines at delivery time, do NOT serve them. The options to replace the food as per this procedure:
 1. First, call the Central Kitchen to see if the food can be replaced by them before ordering food from a restaurant.
 2. Note on the IDT the foods that were not served and whether or not the food was replaced.
 3. Be certain to describe exactly what food was purchased for replacement. Call the Nutrition Coordinator, and alert them to the problem.
- Prior to the center personnel checking food temperatures, the food thermometer must be checked for accuracy. (Refer to Checking the Food Thermometer for Accuracy Instruction Sheet -Chapter 7) Record the readings on the IDT.
- Check the temperature of the refrigerator thermometer. Record the information on the IDT.
- Recheck the temperatures of hot and cold foods, including milk prior to plating. Record this information on the IDT in the appropriate columns.
- If any foods fail to meet temperature guidelines at plating time, call the Nutrition Coordinator immediately. The Nutrition Coordinator will then contact an ADSS Nutrition team member to determine if the food can be served or if replacement will be necessary. Once the decision has been made, note the outcome on the IDT.
- If the foods were at the correct temperature when delivered, the Food Vendor **may not** be held responsible if the food does not meet temperature requirements at plating time. The cost of replacing the food will be at the expense of the Senior Center/AAA. (Nutrition Coordinators should note in this case, when entering the IDT information into MARS, replacement food for situations such as this cannot be tallied

as a quality food problem committed by the Food Vendor. Rather, only list these issues in the comment section.)

Example #1: Coleslaw 50° F at delivery time. Replaced 25 servings with carrot salad, at the expense of the Food Vendor.

Example #2: Coleslaw was 41° F at delivery time but remeasured 44° F at plating time. Replaced 25 servings at the expense of the center/AAA. (Numbers are not entered in MARS as such, only enter the situation in the comment section.)

Example #3: Lemon Pepper chicken was 131° F at delivery time. Replaced 25 servings with 2 chicken tenders each.

- For juices, tell the flavor of product purchased. For salads, tell the type of salad purchased (tossed salad; coleslaw with carrots). If a sandwich was purchased, tell what was included (Hamburger with lettuce, tomato, cheese, and bun).
- If an item is not required nutritionally and center staff does not buy replacement food, note on the IDT “Did not replace.”
- Describe any food delivery problems or driver errors in the “Comments” section.

Example #1: Spillage in the hot food delivery box.

Example #2: Milk cooler lid broken.

- Describe all problems with food quality under the “Comments” section on the IDT. Describe the problem being very specific. This is more helpful than general comments like “Food not good” or “Did not like the food”.

Example #1: Green beans had excess liquid.

Example #2: Chicken was overcooked and tough.

Example #3: Cornbread did not rise evenly.

8-G Verification of Delivery

The center personnel receiving the food should sign his/her name on the IDT in the space at the bottom marked “Accepted By”. Generally, it is the center manager who completes and signs the IDT.

8-H Alternate Vendor Reimbursement

When a Senior Center has a meal issue and needs to purchase foods or supplies to serve the clients, call the Central Kitchen and report to the Central Kitchen office manager. Procedure as follows:

Procedure: (Refer to Appendix for form and procedure)

1. Call the Central Kitchen to speak to Food Service Director, Assistant Food Service Director, or Administrative Assistant with meal or supply issue.
2. Center manager has the option to replace or call Central Kitchen to replace. Calling the Central Kitchen is the preferred method.
3. Document the situation on the IDT.
4. Fill out the Reimbursement Form, then sign and date.
5. Send a copy of receipt(s) or invoice to the Central Kitchen with reimbursement form filled out and placed in envelope provided by food delivery driver or via email. Keep a copy of receipt in records.
6. Send a copy of the form to your AAA with your meal tickets. Notify your Nutrition Coordinator if you do not receive cash within five working days (1 week) or a check within 15 working days (3 weeks).

The center manager will distribute all reimbursements to the appropriate parties.

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Chapter Nine

Picnic and Cookout Meals

9-A Picnic Meals

On occasion, centers will schedule an excursion or special event for congregate program participants and request picnic meals be sent the preceding day for home-delivered program participants. Picnic and cookout meal orders must be submitted with the weekly meal order. Picnic and cookout meals may not be ordered for Monday delivery or the day following a holiday.

If the AAA plans to order picnic meals for an area wide event or submit an order for 200 or more picnic meals within a single week, the Nutrition Coordinator must notify the food service vendor in writing at least three weeks in advance and provide a tentative meal count.

Meals will be delivered already assembled and packed in individual picnic boxes. Foods must be kept cold until served, and this often requires provision of extra refrigeration capabilities at the serving center. The AAA will arrange for any required additional refrigeration at the Senior Center and for other small events. For events with a meal count of 200 or more, the Food Vendor will provide, without added charge, any required special arrangements to ensure meals remain at an appropriate temperature until served.

Food items will be “in single serving amounts (individual bags of chips; snack cakes; juice; pieces of fruit) or portioned into single serving containers (individual sandwiches; individual cups of coleslaw, peaches, or tossed salad; individual portions of carrot sticks, etc.)” This means that sandwiches should be assembled at the Central Kitchen i.e., meat/cheese placed between two slices of bread and wrapped or placed in a wax bag. Condiments should be shipped separately in individual portions.

9-B Picnic Menus

The following picnic meals may be ordered by Menu Number. Centers will receive one (1) utensil kit per meal ordered. Only 1 menu may be selected per event.

When placing picnic meal order in MARS, specify the menu number in the special notes section.

Picnic Menu 1		Picnic Menu 2	
Sliced Turkey	2 oz	Sliced Ham	2 oz
Sliced Cheese	1 oz	Sliced Cheese	1 oz
Potato Chips	1 bag	Potato Chips	1 bag
Sliced Tomato	2 slices	Sliced Tomato	2 slices
Lettuce	1/2 cup	Lettuce	1/2 cup
Fresh Apple	1 each	Fresh Apple	1 each
Wheat Bread	2 Slices	Wheat Bread	2 Slices
Fudge Round	1 each	Oatmeal Crème Pie	1 each
Orange Juice (4oz)	2 each	Orange Juice (4oz)	2 each
Mustard/Mayonnaise	1 each	Mustard/Mayonnaise	1 each

All Juices are Calcium Fortified.



Picnic Menu 1

9-C Cookout Meals

Cookout meals will be available except from November 1 to January 31 of each contract year. The minimum count is 100. The requesting AAA will discuss plans and tentative meal counts for cookout meals with the Food Vendor a minimum of three (3) weeks or twenty-one (21) calendar days in advance.

The Food Vendor will be responsible for food delivery and preparation. Center staff will serve the meal. Oftentimes, AAAs will request that these meals be served in picnic boxes. Prior to the event, Food Vendor will assemble the boxes and put all shelf-stable items in the boxes. On site, meat and other potentially hazardous foods will be put in the boxes by center staff.

Any deviations from these menus will require written approval from ADSS staff dietitian and consent of the food service vendor.

Cookout Menus: The following cookout meals may be ordered by Menu Number. Centers will receive one (1) utensil kit per meal ordered. Only 1 menu may be selected per event.

Cookout Menu 1		Cookout Menu 2	
Hamburger Patty	1 each	Frankfurter	1 each
Sliced Cheese	1/2 oz	Baked Beans	1/2 cup
Baked Beans	1/2 cup	Coleslaw	1/2 cup
Corn Chips	1 bag	Fresh Apple	1 each
Sliced Tomato	2 slices	Hot Dog Bun	1 each
Lettuce	1/2 cup	Oatmeal Crème Pie	1 each
Hamburger Bun	1 each	Orange Juice (4oz)	2 each
Fudge Round	1 each	Mustard/Ketchup	1 each
Orange Juice (4oz)	2 each	Mayonnaise	1 each
Mustard/Ketchup	1 each	Diced Onions	2 Tbsp
Mayonnaise	1 each		
Diced Onions	2 Tbsp		

9-D Special Event Picnic Menus

These picnic menus are available for special events (greater than 200 persons). Each AAA will limit usage to no more than two (2) times per contract year. Centers will receive one (1) utensil kit per meal ordered. Only 1 menu may be selected per event.

When placing picnic meal order in MARS, specify the menu number in the special notes section.

Special Picnic Menu 1		Special Picnic Menu 2	
Sliced Turkey	1 oz	Sliced Turkey	1 oz
Sliced Ham	1 oz	Sliced Ham	1 oz
Sliced Cheese	1 oz	Sliced Cheese	1 oz
Potato Chips	1 bag	Potato Chips	1 bag
Fresh Apple	1 each	Fresh Apple	1 each
Lettuce	1/2 cup	Lettuce	1/2 cup
Sliced Tomato	2 slices	Sliced Tomato	2 slices
Hamburger Bun	2 Slices	Hamburger Bun	2 Slices
Oatmeal Cream Pie	1 each	Ice Cream	1/2 cup
Orange Juice (4oz)	2 each	Orange Juice (4oz)	2 each
Mustard/Mayonnaise	1 each	Mustard/Mayonnaise	1 each

9-E Picnic Serving Guide Instructions: The serving instructions needed for picnic menus are included below. Use as a reference for all picnic meals.

SERVING TEMPERATURE POLICY

1. Starred * items are those foods most susceptible to bacterial growth, which may cause food-borne illness.
2. If either starred hot items are below 135°F or starred cold items are above 41°F, they should not be served.
3. Non-starred items do not have to meet the hot or cold temperature guidelines.

√ REPLACEMENT POLICY

1. Items marked with a √ MUST always be replaced if item is short or if the product fails to make temperature.
2. Condiments are an optional menu item. If condiments are short, they may be replaced it with a similar item if desired, but replacement is not required. This applies to: Mustard, Ketchup, Mayonnaise and Onions.
3. Replace with the same item whenever possible. Contact ADSS if a replacement is needed.

Picnic Menu Serving Guide				
Picnic Menu #1		Menu 1		Recommended Substitution
	*	Sliced Turkey	✓	Any 2oz meat
	*	Sliced Cheese (2 slices)	✓	Any cheese (1oz)
		Potato Chips	✓	Any type of chips (1oz)
	*	Lettuce/Tomato	✓	Any vegetable or pre-packaged salad
		Fresh Apple	✓	Any whole or individually portioned fruit
		Whole Wheat Bread (2 slices)	✓	Any bread (2 slices) or bun
		Fudge Round	✓	Any pre-packaged cake, snack cake, cookie, pudding, or gelatin
	*	Orange Juice Calcium Fortified (4oz x 2)	✓	Milk (8oz)
		Mustard Packet (1 each)		
	Mayonnaise Packet (1 each)			

Picnic Menu Serving Guide				
Picnic Menu #2		Menu 2		Recommended Substitution
	*	Sliced Ham	✓	Any 2oz meat
	*	Sliced Cheese (2 slices)	✓	Any cheese (1oz)
		Potato Chips	✓	Any type of chips (1oz)
	*	Lettuce/Tomato	✓	Any vegetable or pre-packaged salad
		Fresh Apple	✓	Any whole or individually portioned fruit
		Wheat Bread (2 slices)	✓	Any bread (2 slices) or bun
		Oatmeal Crème Pie	✓	Any pre-packaged cake, snack cake, cookie, pudding, or gelatin
	*	Orange Juice Calcium Fortified (4oz x 2)	✓	Milk (8oz)
		Mustard Packet (1 each)		
	Mayonnaise Packet (1 each)			

9-F Donated Meals/Special Menu Approval Process

Special menu approval requests will be done by ADSS as time permits. ADSS reserves the right to require the AAA to provide computer analyses of the additional menus and signature of the Registered Dietitian Nutritionist (RDN) that analyzed the menu. In order for these meals to be eligible for the Nutrition Services Incentive Program (NSIP), they must meet the following requirements:

- a. Each menu must comply with Dietary Guidelines and provide 1/3 of the recommended daily allowances. The current ADSS planning standards for the indicator nutrients must be used to determine compliance with nutrition requirements.
- b. All menus must be computer analyzed using a reputable nutrient analysis software program such as Computrition, Food Processor, or an ADSS approved alternate.
- c. An RDN with licensure to practice in Alabama must review all menu analyses to ensure compliance with ADSS planning standards. Menus complying with ADSS dietary planning standards will be signed and dated by the RDN. If menus are analyzed at ADSS, ADSS RDN will sign them. If the analysis is done on the AAA level, the analysis will be signed at the AAA level.
- d. If analyzed at the AAA level, two copies of the signed menu and data analyses for all meals must be submitted to ADSS for review a minimum of 30 days prior to use. No menus may be retroactively submitted to ADSS for review.
- e. If analyzed at ADSS, the menu must be submitted on the Special Events Form for review a minimum of 30 days prior to use. Once analyzed, a signed copy will be returned to the AAA and should be submitted to ADSS fiscal with meal certifications if NSIP will be considered.
- f. The contractor must have a system for verifying the approved menus are served as written, i.e., that both the food item and amount are served as planned. If there is a menu change, the change must be documented and menu computer analyzed to be certain nutrient levels were not compromised.
- g. The AAA must be notified of all menu changes by the provider of meals. Documentation that nutrient levels were not compromised are to be submitted prior to meal service for approval by ADSS.

- h. The contractor must have a system for ensuring the meals conform to delivery standards for meals and are served to eligible clients.
- i. The AAA should maintain copies of all menus, nutrient analyses, and menu changes.

9-G Menu Approval for Special Events

Complete the Special Events Form (located in Appendix) and submit the information to ADSS as early in the planning process as possible, preferably before any food orders are placed. (Note - ADSS will analyze up to five menus per AAA per year.)

The submission of the completed Special Events Form should be done when:

- Preparing food for a special event, and the AAA plans to request NSIP.
- The menu differs from the picnic, theme, or cookout menus listed in the ENP manual.

Menu Approval for Special Events Form

Please complete this form and submit the information to ADSS as early in the planning process as possible, preferably before any food orders are placed. This should be done any time: (a) you are preparing food for a special event, and your AAA plans to request NSIP and (b) the menus differ from the picnic, theme, or cookout menus listed in the bid specifications. ADSS will analyze up to five menus per AAA, per year.

Event: _____

Location: _____

Date: _____

AAA: _____

Menu: Entrée _____

Side _____ Side _____ Side _____

Dessert _____ Beverage _____

Additional Food Items _____

Submitted by: _____

Production Unit: _____ or Catered by: _____



Menu Analysis Done:

Proposed menu provides 1/3 RDA for indicator nutrients as submitted.

Proposed menu provides 1/3 RDA for indicator nutrients with these modifications:

Menu Approved by:

Date:

Blank

Chapter 10

Strategies for Improving the Congregate Nutrition Program

10-A Low Attendance: Whenever a center has a continuing record of chronic low participation rates, the service provider and AAA must jointly explore possible explanations for the problem. Involve participants, center manager, and community leaders in the discussions. Questions that should be considered include:

- Does service area have sufficient population density of older individuals to support a center?
- Is center conveniently located for the majority of older individuals residing in the service area?
- Are there any safety concerns with the present location?
- Does the center provide adequate parking?
- Are meeting facilities attractive and appropriate for older individuals?
- Is transportation an issue for community residents?
- Are center hours a problem?
- Any issues with center staff that may be affecting participation rates?
- Does center offer programming that is appealing?
- Is it geared to the needs/interests of older persons within the service area?
- How have center services been marketed in the community?
- What outreach activities have occurred through the center recently?
- Have there been recurring problems with meal quality?
- What other programs are offered for seniors in the community that may conflict with Senior Center hours?
- Is there another means for providing nutrition services that would be more appropriate for the needs of the community?

Occasional low attendance: For a variety of reasons, Senior Centers will occasionally be short one or two participants. Possible approaches may include:

- Utilize waiting lists of potential participants for both the home-delivered and congregate meals program.
- Work with Alabama Cares staff to generate a list of caregivers and/or care recipients that might benefit from an occasional ENP meal. Make certain any meals placed with a client through Alabama Cares is eligible for a meal under ENP guidelines. (Refer to Chapter 2)
- Provide home-delivered meal to an ill congregate participant. (Refer to Chapter 2)

- Reduce attendance days for participants who are habitual no-shows.
- Enforce an arrival time for participants to be guaranteed a meal.

10-B Contribution Options

Provide participants with meal costs, and ask them to decide their own contribution.

To encourage donations, many centers post the amount of money collected at the center each week and the average contribution per meal served. Others use posters that explain how the money is used.

Sometimes a family member will volunteer to make donations for a participant who cannot afford to contribute himself.

Possible Collection Methods:

- Place a locked contribution box in an easily accessible location but away from the mainstream of center activities. The container should have a slot in the lid so that donations can be deposited anonymously. Many centers pad the bottom to dull the sound of coins.
- Provide congregate participants with blank contribution envelopes and have a central collection point at the center.
- Send self-addressed contribution envelopes to homebound participants to be picked up weekly by volunteers who deliver meals. Alternatively, clients may be asked to mail the contribution to the center/AAA on a monthly basis. Steps should be taken to clarify that this is not provided as a bill for payment, but as a means for making a voluntary contribution.

10-C Senior Center Design

Aim for a cheerful, warm atmosphere. A fresh coat of paint or new wallpaper is a quick and fairly inexpensive way to give a facelift to an older building.

Centers that have their own buildings can achieve a homelike effect with attractive window coverings, upholstered furniture, pictures, plants, bulletin boards, etc. Be sure to display examples of craft activities, updated photographs of special events, and the monthly activity calendar. A visitor to a center should immediately recognize that fun and interesting activities occur at that center.

Furnishings should satisfy both the physical and social needs of participants. They can also help to give the center a homelike atmosphere.

10-D Home Delivered Meals: Suggestions for Personalization.

Aim to make the home-delivered meal more than just a meal.

Try to make the recipient feel a part of Senior Center activities. Ideas used at other centers include:

- Send birthday cards from the center on each participant's birthday.
- Tape holiday greetings on meal trays. Suggestion is to use cutouts from greeting cards.
- Enclose pamphlets or handouts from Senior Center programs.
- Tape a cartoon or joke to the tray.
- Remember the participant with inexpensive gifts on special occasions by making tray favors or gift baskets for homebound clients.
- Establish a telephone calling system to check on participants living alone.
- Provide volunteer assistance with household chores, errands, and shopping.
- Provide shelf-stable food items for emergency use.
- Ask a local school to have classes, make cards, pictures, etc. for homebound clients.
- Work with church or community organizations.

Blank

Chapter Eleven

Informational Items

11- A Informational Items Available in the Senior Center

The following is a list of required information that should be available in the Senior Center for participation in the Elderly Nutrition Program. Included are instructions for safety, procedural instructions and educational information, beneficial to the participants of this program. This information may be posted or placed in an area easily seen by all participants.

Post these Items:

- Hours of operation
- Fire/emergency exit plan and drills
- Emergency phone numbers
- Current menu
- Current activity calendar
- Contribution sign
- Handwashing sign
- Equal employment poster with nondiscriminatory clause
- Sanitizing procedures
- Grievance / conduct policy
- Notification of illness policy
- Other information/instructions, specific to the individual center

Blank

Appendix

Blank



REQUEST FOR REIMBURSEMENT FOR FOOD PURCHASES



Directions: Whenever you purchase replacement foods from a restaurant, grocery, deli, or other approved source, you must:

1. Fill out this form. Use a separate form for each store/restaurant.
2. Attach a receipt from the store or restaurant. Write your center's name on the back of the receipt. Staple the receipt to the form.
3. Record this information on the meal delivery ticket also.
4. Leave this form and receipt with your meal ticket for pick-up by the TRIO driver.
5. Send a copy of the form to your Area Agency with your meal tickets. Notify your Area Agency on Aging if you do not receive cash within five working days (1 week) or a check within 15 working days (3 weeks).

Center Name: _____ **Date:** ____/____/____

Area Agency on Aging: _____

Store: _____ **Address:** _____
Store Phone #: _____

Items Purchased: _____

Reason for Purchasing: _____

Purchase Amount: _____ **Reimbursement Type:** Cash Check

Make Check Payable To: _____

Address: _____

If this is the 1st time you have been paid via check from TRIO, please attach a copy of your completed W-9 to be set up in our system.

Signature of Center Manager

____/____/____
Date

Signature of TRIO Unit Manager

____/____/____
Date

First Copy = TRIO

Second Copy = Center Manager

Third Copy = Area Agency on Aging

RECEIPT MUST BE ATTACHED

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	Exempt payee code (if any) _____
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.	Exemption from FATCA reporting code (if any) _____
	<input type="checkbox"/> Other (see instructions) ▶ _____	<i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)
6 City, state, and ZIP code		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number											
				-			-				
or											
Employer identification number											
				-							

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



MILEAGE REIMBURSEMENT FORM



Instructions:

TRIO will reimburse the cost of driving to purchase replacement foods. Complete this reimbursement request form and send the top copy to the production kitchen by your driver; keep the middle copy at the center; and send the bottom copy to the Area Agency on Aging with your weekly meal tickets.

Center: _____

Destination: _____

Date: _____

Purpose: _____

Return Mileage Reading: _____

Departure Mileage Reading: _____

Total Miles Driven: _____

Reimbursement Type: Cash Check

If Check, Make Check Payable To: _____

Address: _____

If this is the 1st time you have been paid via check from TRIO, please attach a copy of your completed W-9 to be set up in our system.

Signature of Center Manager

____/____/_____
Date



Center: _____

Instructions:

Please fill out this form and return it with your meal ticket. TRIO will track your usage, but you must order in advance to ensure you have enough to serve your participants. An order must be submitted to receive supplies. You should maintain one week's supply in reserve.

PLEASE ALLOW THREE WORKING DAYS FOR DELIVERY

QNTY

- _____ 5 Compartment Foam Trays (500 cs)
- _____ 3 Compartment Oliver Trays (600 cs)
- _____ Oliver Film - 1308 (1 roll)
- _____ Oliver Film – 1208 (1roll)
- _____ Plastic To-Go Bags (900 cs)
- _____ Wax Bags (500 cs)
- _____ Utensil Kits (250 cs)
- _____ 8 oz Squat Cups (1000 cs)
- _____ 8 oz Lids (100 per sleeve)
- _____ 6 oz Squat Cups (25 per sleeve)
- _____ 6 oz Lids (100 per sleeve)
- _____ Test Strips (1 roll)

QNTY

- _____ Gloves, M/L (100 to a box)
- _____ Aprons (100 to a box)
- _____ 8 oz Tea/Coffee Cups (25/Sleeve)
- _____ Coffee (128 2 oz bags cs)
- _____ Tea (24 bottles per cs)
- _____ Stirrers (1000 to a box)
- _____ Sugar Packs (2000 cs)
- _____ Sweet & Low (2000 cs)
- _____ Creamer (1000 cs)
- _____ Lemon Juice Packs (500 cs)
- _____ Hair Covers (144 to a box)

Other: _____

Date Ordered _____

Center Manager _____

Date Filled _____

Filled By _____

Date Delivered _____

Driver _____



Grand Rapids, Michigan, U.S.A. 49504-5298

USER'S OPERATING AND INSTRUCTION MANUAL

MODEL 1208, 1208-N, & 1208-NLG

HEAT SEALER

MFG DATE: _____

MODEL NUMBER: _____

SERIAL NUMBER: _____



GENERAL SAFETY INSTRUCTIONS

WARNING

IT IS ESSENTIAL THAT ALL OPERATORS AND MAINTENANCE PERSONNEL OBSERVE THE FOLLOWING SAFETY PRECAUTIONS. IMPROPER INSTALLATION, MAINTENANCE, OR OPERATION OF THIS EQUIPMENT COULD CAUSE SERIOUS INJURY.

1. Read this manual before attempting to operate your heat sealer. Never allow an untrained person to operate or service this unit.
2. Observe all caution and warning labels affixed to the machine.
3. Always unplug the machine before cleaning or servicing.
4. Use only proper replacement parts.
5. Wear proper, personal, protective, safety equipment if necessary.
6. Keep hands away from moving parts of the machine while it is operating.
7. In addition to these general safety instructions, please follow the more specific safety instructions provided throughout the rest of this operating and instruction manual.

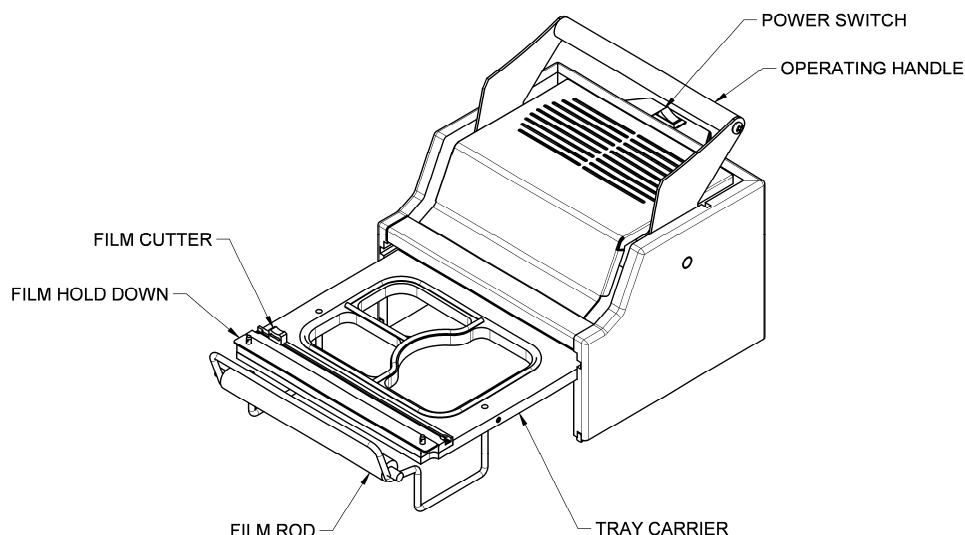
WARNING

DO NOT USE FOR OTHER THAN ORIGINALLY INTENDED PURPOSE.



BASIC MACHINE COMPONENTS AND SET UP

Before proceeding further, take a moment to familiarize yourself with the identification of the machine components as shown in the illustration below.



SET UP

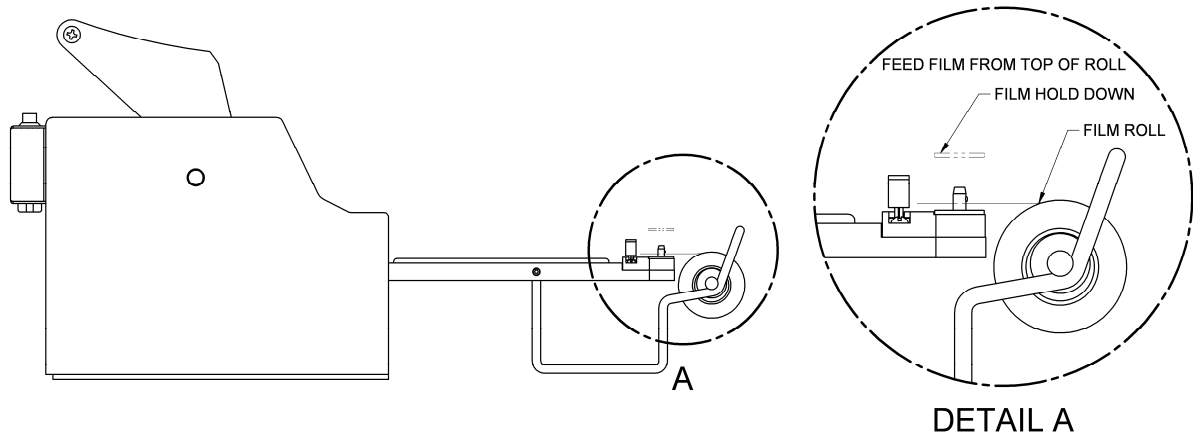
1. Carefully remove the Model 1208 from the box. Check to make sure the order is complete, and it has not been damaged during shipment.
2. Place the unit in a suitable location which provides an adequate working space. The location must be sturdy, level, and capable of holding 18lbs. per machine.
3. Remove all packaging materials and shipping restraints such as plastic ties and tape.
4. Raise the handle to full extension.
5. Place film rod into the center of the roll of film.
6. Place film on the machine, and thread film through the film hold down, as shown below.



SET UP CONTINUED

NOTE:

FILM SUPPLIED BY OLIVER PRODUCTS COMPANY IS WOUND WITH THE ADHEASIVE SIDE IN. FEED FILM FROM THE TOP OF THE ROLL AS SHOWN IN DETAIL "A".





1208 Manual Packaging System Reference Guide

** Please allow 15 minutes for the machine to warm up **



Adhesive Side



Step 2. White film rod



Step 3. Steel bar



NOTE: Adhesive on film is wound to the inside.

To load film:

1. Place film roll under steel bar with film unwinding from the top of the roll
2. Slide white film rod into roll to secure it in place
3. Remove silver film hold-down bar, extend film past white track.
4. Snap silver hold down bar back in place.



1. Pull tray carrier out until it stops.
2. Place filled tray into carrier.



3. Grasp both corners of film and pull forward, covering the tray, stopping 1/4" past the edge of the tray.



4. Push tray carrier in until it stops.
5. Pull handle forward and down.
6. Hold down with both hands for 2 seconds.
7. Lift handle to upright position.



8. Apply pressure to silver film hold down bar, using several fingers.
9. With the other hand, gently slide the blue cutter from one side of the white track to the other.
10. Remove sealed tray.



NOTE: blue cutter slides both directions. For best film cut, use light pressure on the blue cutter when sliding.



OPERATING PROCEDURES

1. Plug the power cord into a properly grounded outlet. Avoid the use of extension cords. There is a switch on the cover with a light which will illuminate when on.

NOTE: It should take approximately 15 minutes for the machine to warm up to operating temperature.

2. Slide tray carrier out until it stops.
3. Place filled tray in tray carrier. Make sure the food in the tray is not higher than the flange of the tray
4. Grasp the corners of the film and pull it straight across the tray going a ¼ inch past the flange of the tray.
5. Push tray carrier in gently until it stops.
6. Pull handle down with both hands until it stops. Hold the handle down for approximately 2 seconds.
7. Lift the handle to its upright position.
8. Pull tray carrier out.
9. Apply pressure to the film hold down bar with index finger, and with the other hand gently slide the cutter from one side to the other. The cutter works from both directions. In addition, the blade works better with a minimal amount of pressure applied.
10. Remove tray from tray carrier.
11. Repeat steps 4 thru 11

CAUTION

IT IS NOT RECOMMENDED TO LEAVE THE MACHINE ON WHEN IT WILL BE OUT OF OPERATION FOR AN EXTENDED PERIOD OF TIME.



CLEANING AND MAINTENANCE

NOTE

- These cleaning recommendations are not meant to replace plant standard manufacturing procedures or regulatory requirements.
- If the machine has been in operation, allow the unit to cool before cleaning.
- Tray carrier is NOT recommended for automatic dishwashers

CAUTION

- **CAUTION HOT:** The heated platen is **HOT!** Caution must be used to prevent injury from heated platen.

WARNING

- Make sure the unit has been unplugged for a minimum one hour before cleaning.
- It is important that the surface of the heater platen is kept clean and smooth. Regularly clean the *OLIVER Model 1208* with a mild cleaner and a damp cloth. If food product comes in contact with the surface of the platen, it tends to burn on and become hard. This results in an irregular surface on the face of the platen which can result in poor seals. If this happens, it will be necessary to remove this contaminate material. When cleaning care must be taken to avoid scratching or gouging the surface of the platen. **DO NOT SCRAPE THE SURFACE OF THE PLATEN WITH SHARP OBJECTS AND AVOID THE USE OF METAL TOOLS.** The use of plastic or soft-metal scouring pads such as “SCOTCH BRITE” or “CHORE BOY” provides a safe and effective means of cleaning the platen. Be sure to wipe all surfaces with a sanitizing agent after cleaning.

WARNING

- If it is necessary to the clean the platen while it is still hot although not recommended, be sure to use something such as a hot pad glove to protect your skin.



CLEANING PROCEDURES

1. Remove tray carrier by pushing the carrier in, lifting the tray carrier straight up, and then pull out.
2. Wipe down tray carrier and gaskets with a standard cleaning solution.
3. Tip the machine up on its side, and then wipe off the heated platen.
4. Wipe sides, top and handle of the machine.
5. Replace tray carrier

CHANGING CUTTER BLADE

1. Remove tray carrier, as described above
2. Use a flat head screw driver to remove one of the screws on either end of the cutter track
3. Replace old cutter with new
4. Replace and retighten screw

General Safety Guidelines

- Follow all caution labels on machine
- **ALWAYS UNPLUG** the machine before cleaning or servicing
- Allow machine to cool down for 30 minutes before cleaning or servicing

Cleaning & Maintenance Procedures

ALWAYS UNPLUG the machine before cleaning
Allow machine to cool for 30 minutes

- **DAILY Cleaning**
- Wipe down tray carrier with a standard cleaning/ sanitizing solution
- Tip the machine to one side and wipe off heat platen surface with a soft, not scratchy, cloth



Changing the Blue Cutter Blade (You will need a flat head screw driver)

- Remove tray carrier from machine



- Using a flat head screw driver, remove one of the screws from the end of the white cutter track
- Slide off the old cutter; use caution and dispose of immediately
- Slide the new cutter onto the white track, blade side down. Use caution when handling the cutter!



800-253-3893, option 2



Walker, Michigan, U.S.A. 49534-7564

USER'S OPERATING AND INSTRUCTION MANUAL

MODEL 1308-C & 1308-N

HEAT SEALER

Speedseal[®] CX

Features

- Compact countertop manual machine
- Seal up to 8 packages/minute manually-operated
- Uses straight-slit film rolls
- Seals and cuts film in one easy step
- Simple tray carrier changeover
- Dishwasher safe tray carriers
- Heat platen self aligns, ensuring complete and even sealing of film to tray
- Constructed of easy-to-clean stainless steel and anodized aluminum



Benefits

- Easy to clean
- Versatile and compact for easy integration into limited workspace
- Simple to operate; easy to cross-train employees
- Supported by a nationwide service organization

Specifications

- Weight: 60 lbs.
- Shipping weight: 75 lbs.
- Overall dimensions: W 14" x L 27" x H 24"
- Max. Tray Dimension: W 8.7" x L 6.5" x D 3.25"
- Maximum roll width: 9"
- Maximum roll diameter: 5"
- Maximum seal length: 7.5"
- Electrical: 120 volts AC (USA) 3.3 AMPS, 60 Hz (USA)



Made in the USA



Oliver Packaging & Equipment Company
 3236 WISON DR NW WALKER MI. 49534

(800) 253-3893
 www.oliverquality.com



- Install film roll in back of unit
- Pull the film from the top of the roll
- Pull the film from the front of the unit
- Placing it between the two white guide rollers
- Pull the film from the top of the roll
- Lift up the black film pinch roller and slid the film under it as shown
- Place a tray in the tray carrier
- Pull the film forward 1/4" beyond edge of tray
- Using both hands pull the handle down



- Pull the handle down all the way to this position and hold it down for 1/2 to 1 seconds
- The film is cut at this time
- Lift handle to the upright position
- Remove the sealed tray
- Shown in the upright position ready to seal another tray



CLEANING AND MAINTENANCE

NOTE

- These cleaning recommendations are not meant to replace plant standard manufacturing procedures or regulatory requirements.
- If the machine has been in operation, allow the unit to cool before cleaning.
- Do not submerge unit in water. Do not wash down.
- Tray carrier is NOT recommended for automatic dishwashers

CAUTION

- **CAUTION HOT:** The heated platen is **HOT!** Caution must be used to prevent injury from heated platen.

WARNING

- Make sure the unit has been unplugged for a minimum one hour before cleaning.
- It is important that the surface of the heater platen is kept clean and smooth. Regularly clean the *OLIVER Model 1308* with a mild cleaner and a damp cloth. If food product comes in contact with the surface of the platen, it tends to burn on and become hard. This results in an irregular surface on the face of the platen which can result in poor seals. If this happens, it will be necessary to remove this contaminate material. When cleaning care must be taken to avoid scratching or gouging the surface of the platen. **DO NOT SCRAPE THE SURFACE OF THE PLATEN WITH SHARP OBJECTS AND AVOID THE USE OF METAL TOOLS.** The use of plastic or soft-metal scouring pads such as SCOTCH BRITE™ or CHORE BOY® provides a safe and effective means of cleaning the platen. Be sure to wipe all surfaces with a sanitizing agent after cleaning.

CAUTION

IF CLEANING THE HEATER PLATEN WHILE THE UNIT IS STILL ON, MAKE SURE THAT HAND PROTECTION IS WORN AT ALL TIMES TO PREVENT SKIN CONTACT.



CLEANING AND MAINTENANCE CONTINUED

CLEANING PROCEDURES

1. Unplug the unit and allow one hour for cooling.
2. Remove tray carrier.
3. Place tray carrier in the dishwasher or wipe down with a standard cleaning solution.
4. Lift operating handle to expose the bottom side of the heater, and then wipe off the heater platen.
5. Use a sanitizing solution to spray and wipe down the rest of the unit.
6. Replace tray carrier

NOTE

THE DELRIN LINKS LOCATED ATOP THE UNIT SHOULD BE LUBRICATED WITH A FOOD GRADE MATERIAL ONCE A MONTH TO PREVENT WEARING.

CLEANING THE CUTTER BLADE

1. Lift handle up to its resting position.
2. Use a damp cloth with sanitizing solution to wipe off any access food particles located on the back of the cutter blade.

CAUTION

THE CUTTER BLADE IS SHARP. USE A PROTECTIVE GLOVE TO DO THIS CLEANING OPERATION. FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.

Replacement Procedure for Heat Seal Machines

Replacement Procedure for Oliver Machine

- If replacement of a new 1308 is required, notify the food service vendor's central kitchen (call the kitchen) . After notification, the production unit will deliver next business day.
- Central kitchen will pick up the broken Oliver machine and replace with a working Oliver machine.
- Senior center staff should notify the central kitchen by writing on IDT and notifying the nutrition coordinator.
- If cutter blade gets dull, request a replacement Oliver machine blade from the central kitchen. Notify the Nutrition Coordinator, if needed.

The warning signs of poor nutritional health are often overlooked. Use this checklist to find out if you or someone you know is at nutritional risk.

Determine Your Nutritional Health

Read the statements below. Circle the number in the yes column for those that apply to you or someone you know. For each yes answer, score the number in the box. Total your nutritional score.

	YES
I have an illness or condition that made me change the kind and /or amount of food I eat.	2
I eat fewer than two meals per day.	3
I eat few fruits or vegetables, or milk products.	2
I have three or more drinks of beer, liquor or wine almost every day.	2
I have tooth or mouth problems that make it hard for me to eat.	2
I don't always have enough money to buy the food I need.	4
I eat alone most of the time.	1
I take three or more different prescribed or over-the-counter drugs a day.	1
Without wanting to, I have lost or gained 10 pounds in the last six months.	2
I am not always physically able to shop, cook and/or feed myself.	2
TOTAL	

Total your nutritional score. If it's --

0-2 **Good!** Recheck your nutritional score in 6 months.

3-5 **You are at moderate nutritional risk.** See what can be done to improve your eating habits and lifestyle. Your office on aging, senior nutrition program, senior citizens center or health department can help. Recheck your nutritional score in 3 months.

6 or more **You are at high nutritional risk.** Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

Remember that warning signs suggest risk, but do not represent diagnosis of any condition. Turn the page to learn more about the Warning Signs of poor nutritional health.

The Nutrition Checklist is based on the warning signs described below. Use the word **DETERMINE** to remind you of the warning signs.

Disease

Any disease, illness or chronic condition that causes you to change the way you eat, or makes it hard for you to eat, puts your nutritional health at risk. Four out of five adults have chronic diseases that are affected by diet. Confusion or memory loss that keeps getting worse is estimated to affect one out of five or more of older adults. This can make it hard to remember what, when or if you've eaten. Feeling sad or depressed, which happens to about one in eight older adults, can cause big changes in appetite, digestion, energy level, weight and well-being.

Eating Poorly

Eating too little and eating too much both lead to poor health. Eating the same foods day after day or not eating fruit, vegetables and milk products daily will also cause poor nutritional health. One in five adults skips meals daily. Only 13 percent of adults eat the minimum amount of fruits and vegetables needed. One in four older adults drinks too much alcohol. Many health problems become worse if you drink more than one or two alcoholic beverages per day.

Tooth Loss/Mouth Pain

A healthy mouth, teeth and gums are needed to eat. Missing, loose or rotten teeth or dentures which don't fit well or cause mouth sores make it hard to eat.

Economic Hardship

As many as 40 percent of older Americans have incomes of less than \$6,000 per year. Having less--or choosing to spend less--than \$25 to \$30 per week for food makes it very hard to get the foods you need to stay healthy.

Reduced Social Contact

One-third of all older people live alone. Being with people daily has a positive effect on morale, well-being and eating.

Multiple Medicines

Many older Americans must take medicines for health problems. Almost one half of older Americans take multiple medicines daily. Growing old may change the way we respond to drugs. The more medicines you take, the greater the chance for side effects such as increased or decreased appetite, change in taste, constipation, weakness, drowsiness, diarrhea, nausea and others. Vitamins or minerals when taken in large doses act like drugs and can cause harm. Alert your doctor to everything you take.

Involuntary Weight Loss/Gain

Losing or gaining a lot of weight when you are not trying to do so is an important warning sign that must not be ignored. Being overweight or underweight also increases your chance of poor health.

Needs Assistance in Self Care

Although most older people are able to eat, one of every five has trouble walking, shopping, buying and cooking food, especially as they get older.

Elder Years Above Age 80

Most older people lead full and productive lives. But as age increases, risk of frailty and health problems increase. Checking your nutritional health regularly makes good sense.



**Alabama Department of Senior Services
Title III Services
FY24 Participant Enrollment Form**

Name of AAA (office use)

Name of Senior Center (office use)

Enrollment Date


STEP 1: Page 1 required for all programs. **STEP 2:** Nutrition programs only. **STEP 3-5:** Staff only. **ALL** information ***must be updated annually.***

PARTICIPANT INFORMATION: Please ask for assistance if needed in completing this form				
Last Name:		First Name:		MI:
Street Address:			Mailing Address (If different):	
City:	State:	Zip:	City:	State: Zip:
County:		Home Phone: ()		Other Phone: ()
Email address:				
Birthdate: / / MM DD YYYY			Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Race: <input type="checkbox"/> Caucasian/White <input type="checkbox"/> Asian <input type="checkbox"/> African-American/Black <input type="checkbox"/> Native Hawaiian		<input type="checkbox"/> Alaska Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> American Indian <input type="checkbox"/> Other		Ethnicity: <input type="checkbox"/> Not Hispanic/Latino <input type="checkbox"/> Hispanic/Latino
Do you live alone? <input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Dementia-related diagnosis	
Income Range: Is your gross monthly income above \$1,215? <input type="checkbox"/> Yes <input type="checkbox"/> No				
EMERGENCY CONTACT INFORMATION: Please provide name of a person to contact in an emergency.				
Name: _____		Relationship to participant:		
Home Phone: _____		<input type="checkbox"/> Spouse		<input type="checkbox"/> Other Relative
Work Phone: _____		<input type="checkbox"/> Friend		<input type="checkbox"/> Neighbor
Cell Phone: _____				
Primary Physician: _____			Physician Phone: _____	
ADLs/IADLs: Do you need help with any of the following?				
		Yes	No	Comments
A D L S	Eating			
	Transferring in and out of bed or chair			
	Walking			
	Dressing			
	Bathing			
	Toileting			
I A D L S	Doing heavy housework			
	Doing light housework			
	Preparing meals			
	Shopping for personal items			
	Managing money			
	Medication management			
	Using telephone			
	Access to public/private transportation?			

Statement of Confidentiality: The information recorded on this form is required for the statistical and reporting requirements for State and Community Programs under the Older Americans Act of 1965, as amended [Public Law 8973], and is not to be used for any other purpose in any form which could identify the individual without the individual's knowledge of the specific use and the individual's specific authorization for such use.

STEP 2: Nutritional Health: Please answer the following nutrition questions for congregate, home-delivered meals, and nutrition counseling:

- (2) Y N 1. Have you changed the amount or kinds of food you eat because of illness or health condition?
- (3) Y N 2. Do you eat fewer than 2 meals a day?
- (1) Y N 3. Do you eat fewer than 3 fruits or vegetables a day?
- (1) Y N 4. Do you eat fewer than 2 servings of dairy products a day? (Milk, yogurt, cheese)
- (2) Y N 5. Do you have 2 or more drinks of beer, liquor, or wine almost every day?
- (2) Y N 6. Do you have any tooth or mouth problems that make it hard to eat?
- (4) Y N 7. Do you sometimes not have enough money for the food you need?
- (1) Y N 8. Do you eat alone most of the time?
- (1) Y N 9. Do you take 3 or more kinds of medicines a day? (include over the counter & prescription medicines)
- (2) Y N 10. Without wanting to, have you lost or gained 10 pounds or more in the past 6 months?
- (2) Y N 11. Do you have any physical problems that make it difficult for you to shop, cook, or feed yourself?

 **Nutrition Risk Score** of 6 or greater suggests "High" Nutrition Risk.

Y N Do you want a referral to a Registered Dietitian Nutritionist for Nutrition Counseling?

DO NOT WRITE BELOW THIS LINE

STEP 3: Nutrition Staff

To be completed by staff:

1. Approved Congregate Meals:

- Hot Meals
- Frozen
- Shelf Stable

2. Approved Home-Delivered Meals:

- Hot Meals
- Frozen Meals (senior center delivered)
- Frozen Meals (food vendor delivery D2D)
- Frozen Breakfast (senior center delivered)
- Frozen Breakfast (food vendor delivery D2D)
- Shelf Stable

3. Liquid Nutrition Supplement (approved and provided by AAA with local funds or Title III cash allocations)

Congregate Yes No Homebound Yes No

4. If this participant is eligible for Title III-C Nutrition Services, identify why:

- Age 60 and older
- Spouse of eligible participant
- Volunteers at mealtime
- Individual with disability living with eligible participant
- Individual with disability living in public, low-income housing where a senior center is located
- 60+ caregiver

Date Approved: _____ Staff: _____

STEP 4: Name and address of alternate deliver if for home-delivered meal or Notes and Comments:

STEP 5:

AIMS #: _____ **Date Entered:** _____ **Staff Initials:** _____



ABOUT TRIO COMMUNITY MEALS

TRIO Community Meals is the largest senior meal provider in the country and is proud to serve the Alabama Elder Nutrition Program.

With over 50 years of experience supporting congregate sites and home-delivered senior nutrition programs, TRIO focuses on meals and fulfillment, allowing their partners to focus on the core aspects of their mission. Across the United States, TRIO produces over 125 million meals annually, employs over 1,700 people, operates 89 Central Kitchens, and partners with over 640 clients. TRIO is aligned with its clients, and a retention rate of 98.66% supports their strong partnership.

Elior North America is TRIO's parent company. In 2019, Elior North America brought together three leaders, Valley, Bateman, and Lindley, in senior nutrition and community meals to reduce hunger and isolation in our country's most underserved populations to create TRIO Community Meals.

TRIO operates seven Central Kitchens and Frozen Meal Distribution Centers in Alabama, producing and delivering nearly 14,000 hot and 16,000 frozen meals daily. The Central Kitchens are in Danville, Guntersville, Birmingham, Orrville, Montgomery, Saraland, and Enterprise.

Color Chart

Hot Catered Meal Pans

Meat	RED
Vegetables	GREEN
Starch	BLUE
Dessert	PURPLE
Bread	BLACK
Fruit	ORANGE
Salad	BROWN

TRIO uses these colors for labeling pans delivered to senior centers.

TRIO Community Meals

Central Kitchens Locations

