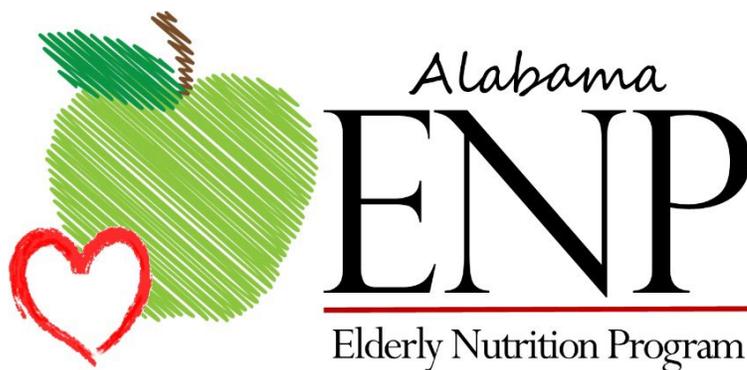


FY26

Alabama Elderly Nutrition Program Manual

This is a guide to understanding and managing the Elderly Nutrition Program at senior centers in Alabama. It contains tools and instructions for successful operation of senior centers.



Revised and Developed by ADSS Nutrition Services
Jean W. Brown, Commissioner
10/01/2026

Blank

Frequently Asked Questions

- What is the minimum meal count that can be ordered for hot meals to be delivered to the senior center?
 - 25 hot meals is the minimum meal order. See page 36
- Can home baked goods or home-grown fruits/vegetables be provided to participants at the senior center?
 - No. Only food obtained from commercial food sources can be provided alongside ENP meals. See page 56
- Can condiments be provided by the senior center for participants to use?
 - Yes. As authorized by the Nutrition Coordinator the senior center can provide commercial prepared condiments in conjunction with meals. See page 56
- What is the temperature range foods should be in when delivered/served?
 - Hot food items must be at or above 135 degrees +/- two degrees and cold food items must be at or below 41 degrees +/- two degrees. See page 85
- What should we do if a foreign object is found in the food?
 - Label the pan of unserved food and place it back in the refrigerator so it can be returned to the central kitchen. Take a picture of the object and send it to the Nutrition Coordinator. See page 53
- What kind of comments should be put on the Item Delivery Ticket?
 - Any food delivery problems or drivers errors should be written

in the comments section. Also, food quality issues should be written as well, in as much detail as possible. See page 74

- How should homebound meal trays be dated?
 - Label all containers provided to homebound participants with the date using a permanent marker, sticker or stamp. See page 48
- How often are enrollment forms updated?
 - Enrollment forms should be completed initially and updated annually in myADSS T3. See page 15
- How often should pest control be performed at the senior center?
 - Pest control should be performed at least every 3 months in addition to being performed when a problem with pests are identified. See page 31
- How often should the ice maker be cleaned at the senior center?
 - Commercial automatic ice makers are usually serviced twice per year by the local service provider. See page 97
- I think my hot holding cabinet isn't holding temperature, what should I do?
 - Hot holding cabinets should be set between 155-180 degrees Fahrenheit. If the hot holding cabinet is not maintaining the temperature of the food stored inside it may be malfunctioning. If this occurs, write the issues on the IDT and contact your Nutrition Coordinator and Central Kitchen. See page 94

Table of Contents

Abbreviations and Acronyms..... 9

Chapter One Introduction

1-A Administration for Community Living.....11
1-B Alabama Department of Senior Services Mission Statement 12
1-C History/Structure of the Aging Network 12
 Aging Network Organizational Chart 14

Chapter Two Overview of the Alabama Elderly Nutrition Program

2-A Eligibility Criteria and Provisions 15-17
2-B Congregate (C-1) Meals 17-18
2-C Home Delivered (C-2) Meals..... 18
2-D Meal Counts and Attendance..... 18-20
2-E Documentation of Meals 20
2-F Low Attendance and Outreach..... 21
2-G Participant Contributions21
2-H Food Services Vendor..... 22

Chapter Three Senior Centers

3-A Center Administration..... 23
3-B Training and Education..... 23-24
3-C Senior Center Building Requirements 24-25
3-D Center Safety 25
3-E Fire Safety 25-26
3-F Maintenance and Upkeep 26
3-G Communication Procedures.....26
3-H Local Service Provider Responsibilities 27-28
3-I Food Vendor Responsibilities 29-30
3-J Insect and Rodent Problems.....31

Chapter Four Center Operations

4-A Operating Schedule..... 33
4-B Holiday and Statewide Closing Schedule33
4-C Emergency Procedures for Meal Deliveries34
4-D Food Vendor Emergencies.....35
4-E Center Meal Orders 35-37

4-F	Animals in the Senior Center	36
4-G	Informational Items Available at the Senior Center.....	37

Chapter Five Guide for Meal Service

5-A	Procedures for Receiving Food	39-43
5-B	Serving Temperature Policy	43
5-C	Temperature Monitoring	44
5-D	When a Food Item Fails to Meet Temperature Standards	45
5-E	Juice Thawing Procedures	45
5-F	Serving Order of Meals	46-47
5-G	Serving Congregate Meals	47-48
5-H	Serving Home-Delivered Meals	48-50
5-I	Grab and Go Congregate Meals (GnG)	50
5-J	Food Items Leftover on Congregate Meal Trays.....	51
5-K	Leftover Food	51
5-L	Storing Leftover Food.....	52
5-M	Storing Employee Food.....	52
5-N	Clean-up Activities	52-53
5-O	Foreign Objects Found in Food.....	53
5-P	Food Replacement Procedures	54-55
5-Q	Food Sources for Meals	56
5-R	Complete Meal Replacement Options	57

Chapter Six Center Employees and Volunteers

6-A	Volunteers	59-62
	Table 6-1 Suggestions for Involving Volunteers in Center Activities ...	60
6-B	Employee Health at the Senior Center	63-64
6-C	Illness Plan and Clean-up Procedure.....	65
	Norovirus Clean-up Poster	66

Chapter Seven Strategies for Improving the Meal Program

7-A	Low Attendance.....	67
7-B	Contribution Options	68
7-C	Senior Center Design.....	68
7-D	Home Delivered Meals: Suggestions for Personalization	69

Chapter Eight Forms-Instruction and Overview

8-A	Instructions for Completing Item Delivery Ticket	71-73
	Item Delivery Ticket Example	72
8-B	Meal Documentation Section.....	73-74
8-C	Replacements Section	74-75
8-D	Food Quality Section	76
8-E	Temperatures Section.....	77-78
8-F	Verification of Delivery	79
8-G	Alternate Vendor Reimbursement	79

Chapter Nine Picnic and Cookout Meals

9-A	Picnic and Special Picnic Meal Orders	81
9-B	Picnic Menus.....	82
9-C	Special Event Picnic Menus	83-84
9-D	Picnic Meal Serving Guide Instructions.....	85
9-E	Cookout Meals	86
9-F	Donated Meals/Special Menu Approval Process	87
9-G	Menu Approval for Special Events.....	88
	Menu Approval for Special Events Form	89

Chapter Ten Center Equipment and Supply Maintenance

10-A	Equipment: Care and Maintenance.....	91-98
	1. Food Thermometers.....	91-93
	2. Refrigerators	93-94
	3. Freezers and Freezer Thermometers.....	94
	4. Hot Holding Cabinets	94-95
	5. Serving Utensils, Tea and Coffee Maker/Dispenser	95
	6. Serving Pans	96
	7. Ice Chests and Insulated Containers.....	96
	8. Insulated Carriers Used for Home Delivered Meals	96
	9. Oliver Models 1208 and 1308 Heat Sealer.....	97
	10. Automatic Ice Maker	97-98
10-B	Center Care and Maintenance	99
	1. Cleaning and Sanitizing with Wiping Cloths.....	99
	2. Tables and Counter Tops	99
	3. Floors and Walls	100
	4. Garbage Cans	100
	5. Bathrooms	101
10-C	Management of Supplies.....	101-103

Chapter Eleven Instruction Sheets

#1	Handwashing.....	105
#2	Glove Use.....	106
#3	Preparing Sanitizing Solution	107
#4	Preparing Dish Washing Sink.....	108
#5	Steps for Manual Dishwashing.....	109
#6	Wiping Cloths	110
#7	Checking the Food Thermometer for Accuracy	111
#8	How to Measure the Temperature of Food.....	112
#9	The Temperature Danger Zone	113
#10	Hot Holding Cabinets.....	114
#11	Instructions for Iced Tea Preparation.....	115-116
#12	Instructions for Coffee Preparation.....	117-118
#13	Plate Diagram.....	119
#14	Cutting Diagram for Cornbread and Sheet Cakes.....	120
	Which Scoop Size	121
	Which Spoodle Size.....	122

Appendix

About TRIO Community Meals	125
TRIO Central Kitchen Locations	126
Request for Reimbursement for Food Purchase Form.....	127
Milage Reimbursement Form	128
Supply Order Form	129
Equipment Repair/Order Form.....	130
Request for Taxpayer Identification Number Form.....	131
Oliver Model 1208 Operating and Instruction Manual.....	133-141
Oliver Model 1308 Operating and Instruction Manual.....	142-146
Replacement Procedure for Oliver Machines	147
Safe Food Handling Education Sheet.....	149-150
Calculating Nutrition Risk Scores	151-152
Bleach Safety Data Sheet	153-162
Coffee Brewer Instruction Manual	163-165

Abbreviations and Acronyms

AAA	-	Area Agency on Aging
ACL	-	Administration for Community Living
ADSS	-	Alabama Department of Senior Services
AoA	-	Administration on Aging
C-1	-	Congregate
C-2	-	Home Delivered Meals
ENP	-	Elderly Nutrition Program
°F	-	Fahrenheit
FSD	-	Food Service Director
GnG	-	Grab and Go Meals
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

Blank

Chapter One

Introduction

The **Alabama Elderly Nutrition Program Manual** (ENP 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).

Senior centers must maintain a copy of the most current Alabama ENP manual. The ENP manual is revised as needed to adhere to Health Department requirements for food service establishments. Guidance provided in the ENP manual is in accordance with the policies established by the Alabama Department of Public Health.

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 Alabama Department of Senior Services is to promote the independence and dignity of those we serve 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 act 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 AAA is 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.

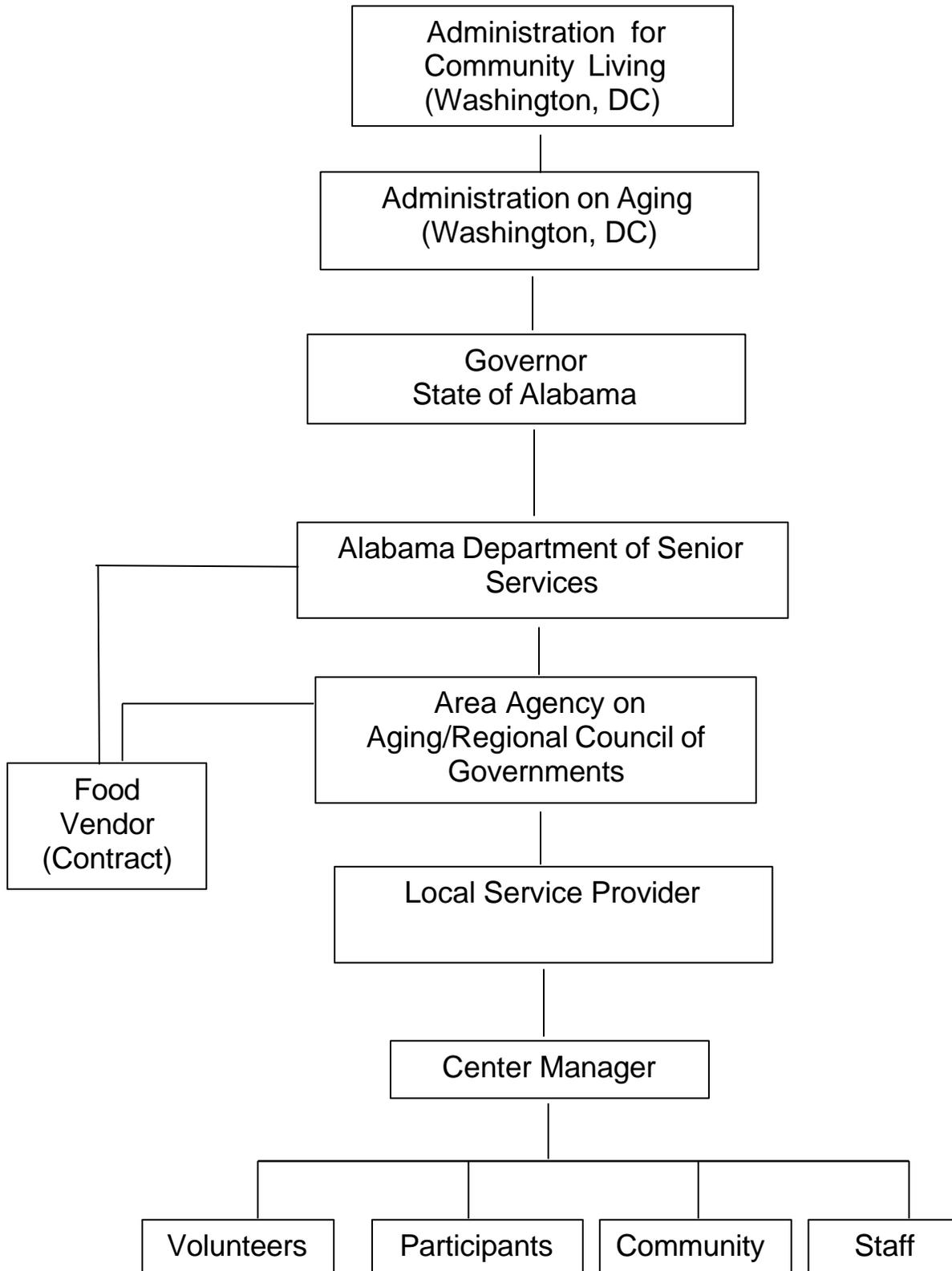
Typically, the AAA contracts with local community organizations to provide specified home based and community-based services for older individuals.

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 <http://www.alabamaageline.gov>.

Alabama has thirteen AAAs with service areas ranging from one to ten 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.

The Aging Network Nutrition Services Organizational Chart



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 myADSS T3. A copy should be kept on file at the Senior Center for a minimum of three (3) years and/or longer if so directed by the AAA.*

The Nutritional Health section of the form (Nutrition Risk Assessment) (see Appendix) provides a Nutritional Score that shall be used to identify participant 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 Congregate Services:

- 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 Non-Congregate Services:

- 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 individuals must have at least one Activity of Daily Living (ADL) or one Independent Activity of Daily Living (IADL) impairment.

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 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 participants 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, as well as consumed in a pre-approved virtual congregate meeting is counted as a congregate meal. Grab and Go meals are also classified as a congregate meal if approved by the AAA.

Congregate meal participants may be given a shelf-stable, picnic, or frozen meal 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. The location of the meal consumed, may change if the participant is approved to receive a Grab and Go meal. If the participant is approved for “occasional need” such as medical appointments, assisting with childcare, illness, emergencies/disaster this meal could be considered a C-1 or C-2 meal at the discretion of the AAA.

On occasion, a participant in the congregate meal program may be found to have a short-term illness 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 participant for a maximum of a three (3) calendar week period, fifteen (15) consecutive serving days, without a participant reclassification.

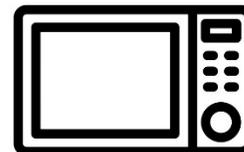
2-C Home-delivered (C-2) Meals

Any meal provided to an eligible participant at the participant’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.

Participants authorized to receive frozen C-2 meals must:

- Have at least one ADL or one IADL impairment.
- 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 participants will be given priority based on the Nutrition Risk score generated after the participant completes the enrollment form.

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 manager 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, including congregate and homebound meals, 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 Participant 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 can 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 directed by the AAA. The records can be maintained electronically or with physical copies upon approval from 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 utilizing a non-coercive method. 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 \$5.78 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 lunch 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.

Medicaid Waiver participants are not allowed to receive hot meals provided by the ENP unless they meet ENP eligibility criteria and have a completed and up to date enrollment form. If they do meet criteria, they are allowed to receive one meal per day provided by the ENP and up to one meal per day provided by the Medicaid Waiver program.

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 manage 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.
- Rest rooms which are accessible to the public, at least one rest room (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 manager must contact the Nutrition Coordinator with these type concerns.

3-H Local Service Provider Responsibilities for Center Equipment and Supplies

The local service provider and the food vendor share the responsibility of providing and maintaining equipment and supplies necessary to serve meals at senior centers. Local service providers are responsible for the following equipment:

Refrigerator(s)	Capable of maintaining required temperatures of cold items and with sufficient space to accommodate all cold menu items.
Freezer(s)	Capable of maintaining frozen food items and with sufficient space to accommodate all frozen meals.
Refrigerator Thermometer(s)	Check refrigerator temperature daily 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 number 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).

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

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

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.

Notes:

- a. Casters (wheels) 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.

Food Vendor Responsibilities for Delivery Equipment and Vehicles:

Insulated Carriers	Separate hot and cold insulated carriers (coolers and Cambros) 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	2” and 4” serving pans with lids.
Delivery Vehicles	Delivery vehicles, including trucks equipped to maintain temperatures of frozen meals.

3-J 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 utilized in food service areas. Pest control services should be provided at least every three months in addition to when pests are observed to be an issue in the facility.

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.

Blank

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 2026		
October	13	Columbus Day
November	11	Veterans Day (Observed)
November	27-28	Thanksgiving
December	22-26	Christmas break
January	1	New Year's Day
January	19	ML King Day
February	16	President's Day
April	3	Good Friday
April	27	Confederate Memorial Day
May	25	Memorial Day
June	1	Jefferson Davis Day
June	19	Juneteenth
July	3	Independence Day
September	7	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 quality, *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 shall call at home 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

- a. **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.
- b. **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.
- c. **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.
- d. **Non-delivery of Meals or Meal Delivery Errors:** Occasionally a center must purchase replacement foods at the local level. (Refer to Chapter 5)

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.

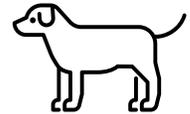
The AAAs must submit meal orders by 12:00 noon Central Time on Wednesday for the next serving week. If the food vendor does not receive the weekly meal count by the 12:00 noon deadline, the food vendor will use the most recent meal count from the AAA unless otherwise agreed by the food vendor and the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

4-F Animals in the Senior Center

An animal such as a guide dog, signal dog, or other animal individually trained to aid an individual with a disability will be permitted in the senior centers under the following conditions:



1. Service animals may be allowed if the contamination of food, clean equipment, utensils, and linens, and unwrapped single-service and single-use articles cannot result.
2. Service animals are only allowed in areas that are usually open for customers, such as dining areas if,
 - a) service animals are controlled by the individual with a disability,
 - b) no health or safety hazard will result from the presence or activities of the service animal.
3. Service animals are not allowed in areas of food preparation or service.
4. Food handlers may not care for or handle animals that may be present.
5. Food handlers with service animals may handle or care for their service animal if they wash their hands properly prior to handling food.

No pets, or animals without proper training for the assistance of the individual with a disability will be allowed in the senior center.

4-G 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

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 meal service at a senior center.

5-A Procedures for Receiving Food

Food is delivered daily to the senior center by the delivery driver of the food service vendor. If food is delivered before senior center staff are on site, the local service provider may arrange for the delivery driver to place food held in insulated food carriers in the center.

Upon arrival to center, the center staff will remove food from the insulated food carriers and take delivery temperatures. The food will then be placed into the hot holding cabinet or refrigerator to maintain temperature until meal service.

It is the responsibility of senior center staff to take food temperatures and document the temperatures on the Item delivery ticket (IDT). Food temperatures are documented at the point of delivery to the senior center (or when staff arrive if food is already delivered) and before meals are packaged or plated for service.

If food is served in less than one (1) hour after the first food temperatures are taken, no second temperature is required. Cambros and coolers will be removed each day by the delivery driver when food is delivered.

Daily Meal Check List and Service Tasks for Center Managers:

- Plug in and turn on holding cabinet.
- Put on hair restraint and/or apron.
- Wash hands.
- Check and record refrigerator temperature.
- Check and record freezer temperature.
- 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 hot holding cabinet.
2. Put on hair net. Hair restraints such as nets, bouffant, clean hats, should be worn when handling food. Visors are not allowed. Hair should be covered. Clean aprons may be worn when handling food.
3. Wash hands. 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.
 - i. In the event there is no handwashing sink, the rinse sink may be used.
 - ii. After hands are cleaned in the rinse sink, the sink must be sanitized using the approved sanitizers.
 - iii. To prevent contamination, be sure that the sanitizing sink is emptied of all equipment and solution.
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 11) 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 11).
8. 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”.
9. 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).
10. 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.
11. 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.
12. Check the quality of room temperature food items. Check the milk dates.
13. 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)

14. Prepare the dish-washing sink. (Refer to Preparing Dishwashing Sink Instruction Sheet – Chapter 11) Wash, rinse, and sanitize the utensils. (Washing and Sanitizing Utensils Instruction Sheet– Chapter 11) Wash, rinse and sanitize the coffee maker and/or tea and dispenser.
15. Prepare coffee and/or tea. (Refer to Chapter 11)
 - 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.
16. 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.
17. Check the serving guide to see what serving utensils will be needed.
 - Gather the serving utensils needed for the day's menu.
18. Check serving guide and gather supplies needed for home-delivered meals:
 - Count out the appropriate number of squat cups and lids; 3-compartment trays, squat cups and wax bags.
 - Put the current date (month/day/year) on each of these containers. Set aside until needed. (This can also be done the day before).
19. Check the serving guide and gather supplies needed for congregate meals:
 - Count out the needed number of 5-compartment trays and any other required disposable supplies.
 - Count out the cups for tea or coffee. (Food vendor is required to provide one foam cup for each congregate meal ordered).
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 Nutrition Coordinator to report food errors and for what to do next if vendor cannot replace.
22. Refer to the cutting diagram (Chapter 11) 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. Pack home-delivered meals in insulated food carriers.
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 Serving Temperature Policy

The serving temperature policy and starred (*) menu items are found on the serving guides. The serving temperature policy is as follows:

- * Starred menu items on the serving guide are foods most susceptible to bacterial growth, which may cause food borne illness.
- * The temperature of all starred items on the serving guide must be checked and recorded when the food arrives and prior to serving (unless the temperature has been checked within 1 hour).
- * If starred hot items are below 135 (± 2) degrees or starred cold items are above 41 (± 2) degrees, they should not be served.
- * If an item does not meet temperature:
 - * Check the thermometer for accuracy using the ice bath method (p.111).
 - * Consult your Nutrition Coordinator.
- * If an item is confirmed not to meet temperature standards: items marked with a ✓ must be replaced.

5-C Temperature Monitoring

Center managers are responsible for ensuring that food temperatures are taken correctly. With approval from your nutrition coordinator, the task may be delegated to a trained volunteer or staff member, but the center manager remains responsible 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 before plating meals. Foods that fail to meet temperature guidelines cannot be served. If food is served in less than 1 hour after the delivery temperature is taken, no second temperature is required.

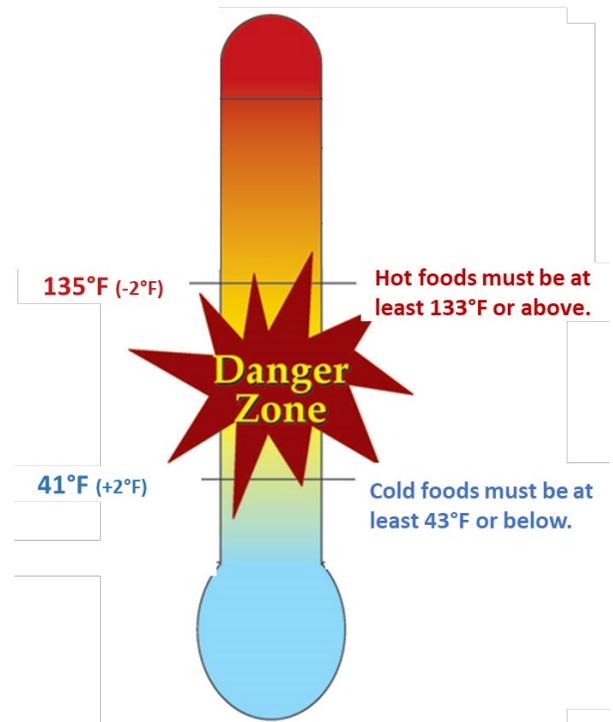
All foods marked with an asterisk (*) on the serving guide must be at or above 135°F (-2) if a hot food item and at or below 41°F (+2) if a cold food item. If a food item or pan of food does not meet temperature requirements, follow the food replacement policy found on the serving guide, and inform your nutrition coordinator.

Delivery Temperature:

Record all temperature readings on the IDT exactly as it appears without rounding. Hot foods that meet temperature requirements shall be covered and placed in the holding cabinet until serving time. Cold foods that meet temperature guidelines should be covered and placed in the refrigerator until serving time.

Serving Temperature:

Take a second temperature reading of hot and cold foods with a clean, sanitized thermometer before the meal is packed as homebound meals or plated for congregate participants. Record the second temperature readings on the IDT form. Clean, rinse and sanitize the thermometer in-between food items.

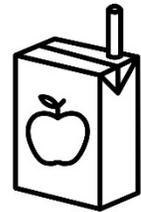


5-D When a Food Item Fails to Meet Minimum Temperature Standards:

- 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 accuracy using the ice bath method.
- Use a second digital thermometer.
- Have a second person verify that temperatures are being taken correctly and that the temperature is accurate.
- Follow replacement guidelines. Do not serve food.

5-E Juice Thawing Procedures

The food vendor thaws juice in the cooler for 2-3 days before it is delivered to the centers. However, juice cartons may arrive partially frozen. 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. To allow the juice to thaw faster, spread the cartons apart out on the counter.
- Check juice frequently and refrigerate the cartons as soon as they have thawed. Juice temperature should never rise above 41°F.
- At the end of the serving period, any leftover juice may be returned to the refrigerator and provided as an additional meal component for up to one week.
- Congregate participants may take their unopened juice carton home with them.

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-F Serving Order of Meals

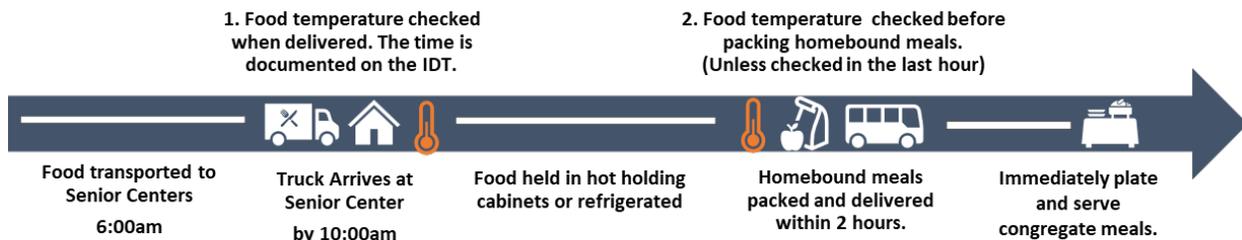
The preferred serving order of meals is a continuous serving schedule. When a continuous serving schedule is used, home-delivered meals are packed first and then congregate meals are immediately served.

a. Continuous Serving Schedule:

- 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 from the serving utensils because the same set of serving utensils are used without interruption, and
- Best maintains product quality.

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.

Continuous Serving Schedule



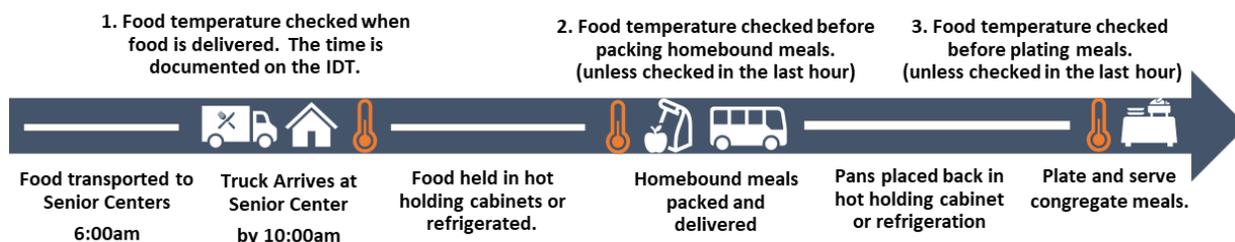
b. Staggered Serving Schedule:

A staggered serving schedule may be approved for centers packing home-delivered meals early, then serving congregate meals later. If the AAA authorizes a staggered serving schedule, the center should follow these practices:

- Temperature of the food must be checked at time of delivery and when the home-delivered meals are packed (unless checked in the last hour).
 - Document the time the food temperature was checked.
- All remaining food **MUST** be returned to the holding cabinet or refrigerator as appropriate immediately after packing home-delivered meals.

- Check food temperatures again before plating congregate meals, (unless checked in the last hour).
- Serving utensils must be washed, rinsed, and sanitized between the two serving periods.

Staggered Serving Schedule



c. Late Participants:

Meals for late participants should be dipped and placed in the holding cabinet for not more than 30 minutes to prevent warping of styrofoam tray.

- Never leave food sitting out at room temperature.
- If meals are not picked up, discard.
- The holding cabinet must remain on when food is in it.
- Late participation should be discouraged.

5-G Serving Congregate Meals

a. Preparing for Congregate Meal Service

- Prepare fresh sanitizing solution. Wipe dining tables and counterspace used to serve food with solution. This should be done daily before meal service.
- Set up tables with utensil packets (napkin, salt, pepper, and flatware) and condiments—sugar packets, margarine.
- Pass out milk, one per person.

b. Plating Congregate Meals

- Wash hands. Put on hair nets, clean plastic gloves, and aprons if desired.

- Set up a serving counter or table with trays, room temperature foods, cold temperature foods, and hot temperature foods.
- Take food temperatures and record them on the IDT form. (Unless the food temperature was checked in the last hour.)
- Portion foods onto the plates as directed on the serving guide and plate diagram.
- Refer to the serving guide for instructions if any food is short or out of temperature range. Call the nutrition coordinator with any questions.
- Serve plates to participants immediately.

5-H Serving Home Delivered Meals

a. Preparing to Pack Home Delivered Meals

- Wash hands. Put on clean hair nets, plastic gloves as well as aprons, if desired.
- Cold food carriers can be chilled with either an ice pack or bag of ice.
- Plug in and turn on the Oliver Heat Sealer at least 15 minutes prior to using.
- Remove cold foods from the refrigerator. Check the temperatures of cold foods and record them on the IDT (unless checked in the last hour). Take temperatures of the milk and juice and record temperatures on the IDT.
- Remove hot food from the holding cabinet. Check temperatures of hot foods and record them on the IDT (unless checked in the last hour).

b. Packing Home Delivered Meals

Meal components shall be packaged in 3-compartment trays, wax bags, plastic bags, and squat cups as indicated on the serving guide. Label all containers with the current date using a permanent marker, sticker or stamp. Packaged foods should be placed in approved insulated food carriers for delivery.

- Always keep hot foods separate from cold foods when packing home-delivered meals.

- Portion cold food items into appropriate containers and cover with lid.
- Place cold food containers, milk, juice and margarine in cold food carriers just prior to delivery. Otherwise refrigerate the food if delivery will be later.
- Plate hot foods into food containers as directed by the serving guide. Cover and seal according to directions using the Oliver Packaging System. Any changes from this process must be approved by the Nutrition Coordinator.
- Place hot food trays into the hot food carrier immediately after sealing.
- Remember to securely close delivery carriers for both the hot and cold food once the food is placed inside.
- Turn off and unplug the Oliver Heat Sealer after all trays have been sealed. Allow to cool completely before cleaning.
- If the center follows a staggered serving schedule, place the remaining hot and cold food items back in the hot holding cabinet and refrigerator.



c. **Delivering Home Delivered Meals**



Deliver meals immediately after the meal components have been packed. Home-delivered meals should be delivered within two hours of the time that the food is dipped.

- Home delivered meals should be left in securely closed delivery carriers during transport.
- The carriers should be kept closed except when a meal is being removed. Carriers should be always 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.
- If no one answers the door, the delivery person will follow the AAA procedures regarding clients who do not answer the door.
 - If the client is not immediately available, attempt to deliver the meal to another eligible homebound client on the waiting list.
 - 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 due to food safety concerns.
 - Meals should be physically handed to the intended recipient or an approved alternate client to prevent food borne illnesses.
- Encourage home-delivered meal recipients to eat the meal immediately. Some may need assistance with removing meal tray covers, etcetera. 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-I Grab and Go Congregate Meals (GnG)

Approved Grab and Go meals are the only carry-out meals that are allowed to be consumed away from the senior center and be considered a C-1/congregate meal.

Grab and meals can only be provided when approved by the AAA in instances of occasional need (doctor's appointment, local funeral, severe weather, providing childcare), regular need (a participant with swallowing, chewing, medical, mental or hygiene issues that would cause them difficulty eating with others as well as participants with a compromised immune system), or emergency situations (bad weather, water service disruption, public health emergency).

Participants with a regular/occasional need for Grab and Go meals should be assessed and pre-approved by the AAA prior to being served.

C-1/ Congregate Grab and Go meals shall be documented on the meal ticket under Grab and Go "GnG".

5-J Food Items Leftover on Congregate Meal Trays

Participants served a congregate meal tray shall be allowed to take home the following food items from their tray:

- Fresh fruit
- Fruit juice (unopened)
- Milk (unopened)
- Dry cereal
- Cookies
- Snack cakes
- Chips

No other foods should be taken away from the senior center from congregate meal trays. Congregate participants may take home foods directly from serving pans portioned into disposable containers (see section 5-K).

5-K Leftover Food

After serving congregate and homebound meals, leftover food may be immediately dipped as additional servings to be provided to participants. Pans with remaining food should be returned to either the hot holding cabinet or the refrigerator depending on the type of food item or discarded.

Food remaining after serving all congregate and homebound participants may be placed in a senior center purchased disposable container to take home as authorized by the nutrition coordinator. The disposable container must have a lid and be labeled with the date and provided to participants along with a safe food handling education sheet such as “Protect Your Food. Protect Yourself.” Handout in the Appendix. If the participant receives this handout regularly, then the handout may be provided quarterly along with verbal education.



Any food that is packaged in disposable containers and provided as additional servings for participants should follow the same guidelines as the home-delivered meals and be in separate containers for hot and cold items. Participants should be encouraged to refrigerate leftovers within 2 hours of receiving the food (1 hour when the outside temperature is over 90°F). Food items removed from the premises and the safety thereof shall become the responsibility of the participant.



5-L Storing 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, with the exceptions of unopened milk, juice, prepackaged snack cakes, whole fresh fruit, condiments and margarine.

Milk and Juice: Leftover unopened milk and juice may be retained in the refrigerator and sent and provided as additional components throughout the week for homebound and congregate participants. Center personnel shall be responsible for verifying the product freshness date for the leftover milk prior to serving it. Do not freeze milk. All milk and juice left in the refrigerator should be provided to participants or discarded every Friday.

Snack Cakes: Leftover snack cakes sealed in their original packages may be retained at senior centers and provided as replacement desserts as needed, or additional desserts at the end of the week.

Whole Fresh Fruit: Leftover whole fresh fruit may be retained by the center. Whole fresh fruit must be provided to participants as replacements or additional food items with a gloved hand or using tongs. Keeping fruit bowls in congregate areas is not allowable due to Health Department regulations. Keeping opened, or sliced fruit is not allowable.

Condiments: Leftover condiments (mayonnaise, ketchup, 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.

Margarine: 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.

5-M Storing Employee Food

Employee foods brought from home may be stored in the refrigerator in an employee designated space such as the bottom shelf or drawer.

5-N Clean-up Activities

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 the 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 make a food replacement.
- Wash, rinse and sanitize serving utensils.
- Discard any leftover tea and/or coffee. Clean, rinse and sanitize the coffee urn and/or tea dispenser.
- Turn off the holding cabinet and wipe up any spills.
- Empty milk cooler and wipe up any spills in milk cooler.
- Clean the Oliver Heat Sealer.
- Return all supplies to the storage area.
- Write comments on the IDT.
- Clean, sanitize and air-dry home-delivered meal carriers.

5-O Foreign Objects Found in Food

Occasionally, food safety problems or food quality issues may be discovered at a senior center. The center manager and center staff should handle the situation as directed below:

If a foreign object (hair, bone, insect, etc.) was found in a food product, keep the object and the remaining food in the pan.

1. Remain calm and strive to handle the situation discreetly. It is very important that center participants not be unduly alarmed.
2. Label the pan of unserved food and place it back in the refrigerator so it can be returned to the central kitchen. Take a photo of the object if able and send it the nutrition coordinator.
3. Contact the nutrition coordinator who will alert other persons who may need to be involved. The nutrition coordinator should notify the nutrition team at ADSS.
4. If center participants are still eating when the problem is discovered, make them aware and ask them to refrain from eating the food item.
5. 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-P Food Replacement Procedures

Occasionally, a center will encounter problems and need to secure a food replacement. If a food item needs to be replaced, follow the replacement policy on the serving guide. Alert the nutrition coordinator, and call the central kitchen to ask for a replacement.

a. Reasons for calling the central kitchen for a food replacement 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; foreign object). Never serve a food item if there is any question about the safety of the food.

Centers are encouraged to send photos of poor-quality foods to the nutrition coordinator.



b. Replacement foods and purchases are not authorized if:

- Participants do not like a particular menu or menu item.
- The number of participants is greater than the number of meals ordered for that day.

c. Food Replacement Procedures:

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.

d. Partial Meal Replacement:

If a part of a meal is not servable 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.

e. Complete Meal Replacement:

If the entire menu was not delivered by the food vendor, the complete meal must be replaced. Refer to the Complete Meal Replacement Options in this section (5-R) for menu combinations that will supply at least 1/3 of the DRI for the indicated nutrients.

f. Paying for food replacements can be handled by:

Option 1

The food may be purchased by the center manager.

- a. A Request for Reimbursement Form will be submitted to the food service vendor.
- b. The center manager will need to provide the food vendor a receipt, date items were purchased, and the name and address of person who should be reimbursed. (Refer to Chapter 8)

Option 2

The center can request the food vendor to set up an arrangement with 1-2 local businesses to serve as “Alternate Vendors”.

- a. In this case, the center manager is authorized to purchase replacement food and the bill is sent directly to the food vendor by the store or restaurant.

g. Picnic and Cookout Meals:

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-Q Food Sources for Meals

a. **Approved Food Sources:**

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 (heating, slicing) at the senior center.

When making a food replacement, senior center personnel may purchase ready-prepared food items. These products shall be purchased from a grocery store, deli, or other commercial food service establishment.

b. **Not Approved Food Sources for ENP Meal Service:**

No home-prepared foods, home-grown fruits or vegetables, or home-preserved foods may be served with meals. Specifically, no home-prepared foods such as pepper sauce, jams or jellies, baked goods, pickles, salads, homemade ice cream, entrees, homegrown tomatoes etc., can be served in conjunction with Elderly Nutrition Program meals.

c. **Additional Condiments:**

As authorized by the nutrition coordinator, center personnel may serve commercially prepared condiments and/or supplies for tea or coffee with ENP meals. Condiments provided for table service shall be in individual portions or in original containers intended for table service. Condiments shall be stored according to instructions provided on the food label.

Center provided condiments may include:

- Ketchup
- Mustard
- Mayonnaise
- BBQ Sauce
- Pepper Sauce
- Salad Dressing
- Sauerkraut
- Coffee Creamer
- Icing for Cakes

d. **Special Occasions:**

As authorized by the nutrition coordinator, center personnel may purchase baked goods (birthday cakes, cupcakes, cookies) from a commercial bakery or grocery store for use on special occasions. No food items prepared at home may be served with Elderly Nutrition Program meals. Local service providers are required to provide prior notification of potluck meals. ENP meals should not be ordered or provided in conjunction with a potluck function. If congregate meals are canceled at the senior center for a function such as a potluck, a plan must be in place to provide meals for homebound participants.

5-R Complete Meal Replacement Options

The options below are complete meal replacements approved by ADSS in case any or all meals require a complete replacement. The AAA or nutrition coordinator must approve complete meal replacements before food is purchased.

With approval from the AAA, center managers may select a meal option and purchase each of the listed items for a complete meal. All items in the selected option must be provided to meet the nutrient requirements of the ENP.

Deli Option				
Entrée	Side	Side	Dessert	Milk
Turkey and Cheese Sandwich (2 oz turkey, 1 oz cheese, 2 slices bread)	Coleslaw with Carrots (1/2 cup, 4oz spoodle)	Banana (Medium)	Snack Cake	Milk (8oz)

Chicken Option				
Entrée	Side	Side	Milk	Juice
Chicken Fried, baked or grilled (1 Breast or 3 Tenders or 1 Leg & 1 Thigh)	Coleslaw with Carrots (1/2 cup, 4oz spoodle)	Beans Baked beans, pinto, lima, or various (1/2 Cup)	Milk (8oz)	Orange Juice (4oz)

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	1/2 Cup Mandarin Oranges <u>or</u> Fresh Orange	Appropriate condiments as needed	Milk (8oz)	Orange Juice (4oz)

Blank

Chapter Six

Center Volunteers and Employees

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 7-1, 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.

a. 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

b. 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.

c. Suggestions for recruiting volunteers within the center:

1. Know the center's needs and the skills of potential volunteers
 - Volunteering should be a positive experience for all parties.
2. 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.
3. 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.
4. Have a "Volunteer Sign Up Sheet"
 - The center manager should attempt to use all volunteers listed.
5. 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.
6. Have a rotating assignment list.
 - Make a rotating list of volunteers. The center manager reads out the workers for the day and their assignments.

d. 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.

e. Managing 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.

f. 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.

6-B Employee Health at the Senior Center

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 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.

a. 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, if desired.
- 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 Handwashing Instruction Sheet– Chapter 11)



Clean gloves should always be worn whenever the hand will touch the surface of unwrapped food.

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.

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. 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.

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>.

Chapter Seven

Strategies for Improving the Congregate Nutrition Program

7-A Low Attendance

Whenever a center has a continuing record of 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 and 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.

7-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.

7-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.

7-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 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.

Completing the Item Delivery Ticket (IDT)

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

Tuesday, 5/28/2024

Birmingham, AL - A6775

MOUNTVILLE SENIOR CENTER

Route BH101 Stop 1

Hot Meals SCD (25)	Ordered	Delivered	Replaced	Served	GnG	Not Served	Eligible	Guest
Title III (C1 SCD)	<u>20</u>	_____	_____	_____	_____	_____	_____	_____
Title III (C2 SCD)	<u>5</u>	_____	_____	_____	_____	_____	_____	_____

REPLACEMENTS

Food	Servings Short	Reason Unacceptable	Food Purchased

Alternate Vendor: _____ Cost: \$ _____

FOOD QUALITY

Excellent: Delivery After 10:00:
 Very Good: Delivery After 10:00 - Unable to Serve*:
 Good: Entire Delivery - No Show:
 Fair: No Sub Notice:
 Poor: Weather Closing:
 Refrigerator:
 Thermometer:

* 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: _____						
Side: _____						
Side: _____						
Dessert: _____						
Milk: _____						
Juice: _____						

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-B Meal Documentation Section

Hot Meals SCD (25)	Ordered	Delivered	Replaced	Served	GnG	Not Served	Eligible	Guest
Title III (C1 SCD)	20	_____	_____	_____	_____	_____	_____	_____
Title III (C2 SCD)	5	_____	_____	_____	_____	_____	_____	_____

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 (5pk, or 7pk)	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-C 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.

REPLACEMENTS			
Food	Servings Short	Reason Unacceptable	Food Purchased
Alternate Vendor:			Cost:
			\$

- 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 degrees Fahrenheit. 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).

TRIO Replaced—Same as above but vendor purchased.

8-D 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.

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"/>
Refrigerator: <input type="checkbox"/>	
Thermometer: <input type="checkbox"/>	

* Explain why unable to serve food in comments below

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-E 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.

TEMPERATURES								
			Delivery			Serving		
			Pan 1	Pan 2	Pan 3	Pan 1	Pan 2	Pan 3
Entrée:	_____	_____						
Side:	_____	_____						
Side:	_____	_____						
Side:	_____	_____						
Side:	_____	_____						
Side:	_____	_____						
Dessert:	_____	_____						
Milk:	_____	_____						
Juice:	_____	_____						

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.
- Digital thermometers should be checked for accuracy weekly in addition to when foods fail to meet temperature guidelines. Refer to Checking the Food Thermometer for Accuracy Instruction Sheet- Chapter 11) 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 “serving” column.
 - 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 3 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 burnt.

8-F 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-G 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:

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 Area Agency 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.

Blank

Chapter Nine

Picnic and Cookout Meals

9-A Picnic and Special Picnic Meal Orders

Picnic meals may be provided to program participants for special events, outings away from the senior center, or in the event the senior center is closed on a serving day. Picnic and cookout meal orders must be submitted with weekly meal orders in MARS. Picnic meals may not be ordered on Mondays or on days following a holiday.

Senior centers may occasionally schedule an outing or special event and request picnic meals for congregate participants. Picnic meals may be provided to congregate participants the day of the event and delivered to home delivered program participants the day before the event.

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.

Picnic 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 senior center or event. 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.

9-B Picnic Menus

The following picnic meals may be ordered in MARS. Specify the menu number and type of meat in the special notes section. Only one menu may be selected per center or event. Picnic meals arrive in pre-packaged meal boxes.

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

Picnic Menu 1		Picnic Menu 2	
Sliced Turkey	2 oz	Sliced Ham	2 oz
Sliced Cheese	2 slices	Sliced Cheese	2 slices
Potato Chips	1 bag	Potato Chips	1 bag
Sliced Tomato	1 slice	Sliced Tomato	1 slice
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 (Turkey)



9-C Special Event Picnic Menus:

These picnic menus are available for special events with a minimum meal count of 200 meals. Each AAA will limit usage to no more than two (2) times per contract year. Only one menu may be selected per event. 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.

When placing picnic meal order in MARS, specify the menu number and location of the event in the special notes section. The food vendor will be responsible for preparing meals pre-packaged in meal boxes and delivering meals to the event location. The AAA, center staff and volunteers will be responsible serving picnic meals to participants. Time/temperature control for safety foods will be held in temperature-controlled equipment until ready to serve.

Any deviations from these menus will require an approved Menu Approval for Special Events Form and consent of the food service vendor.

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	2 slices	Sliced Cheese	2 slices
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	1 slice	Sliced Tomato	1 slice
Hamburger Bun	1 bun	Hamburger Bun	1 bun
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

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 Pack	✓	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 Pack	✓	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-D 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

- Starred (*) menu items are foods most susceptible to bacterial growth, which may cause food borne illness.
- The temperature of all starred items must be checked and recorded when the food arrives and prior to serving (unless the temperature has been checked within 1 hour).
- If starred hot items are below 135 (± 2) degrees or starred cold items are above 41 (± 2) degrees, they should not be served. If an item does not meet temperature
 - Check the thermometer for accuracy using the ice point method.
 - Consult your Nutrition Coordinator.
- If an item is confirmed not to meet temperature standards: items marked with a check must be replaced.

√ REPLACEMENT POLICY

- Items marked with a √ must be replaced if item is short or if the product fails to make temperature. If an item needs to be replaced:
 - The center may call the Central Kitchen and ask for a replacement.
 - If the kitchen is unable to replace, or cannot replace in time, the center may purchase food from a commercial vendor.
- Replace with the same item whenever possible.
- Condiments are not required to be replaced, but if shortages occur, they may be replaced with a similar item if desired.

9-E Cookout Meals

Cookout meals are available to order for events except from November 1 to January 31. The minimum count is 100 meals. 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 preparing the food and delivering all food components to the event location. The AAA, center staff and volunteers will be responsible for plating meal components and serving cookout meals to participants. Time/temperature control for safety foods will be held in temperature-controlled equipment until ready to plate on Styrofoam trays or clamshell containers. A grill is available for outdoor events upon request for ambience.

Any deviations from these menus will require an approved Menu Approval for Special Events Form 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 one menu may be selected per event.

Cookout Menu 1		Cookout Menu 2	
Hamburger Patty	1 each	Frankfurter	1 each
Sliced Cheese	1 slice	Baked Beans	1/2 cup
Baked Beans	1/2 cup	Coleslaw	1/2 cup
Corn Chips	1 bag	Fresh Apple	1 each
Sliced Tomato	1 slice	Hot Dog Bun	1 bun
Lettuce	1/2 cup	Oatmeal Crème Pie	1 each
Hamburger Bun	1 bun	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	Onion Packet	1 each
Mayonnaise	1 each		
Onion 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 Computation, Food Processor, or 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 menu 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 Ten

Center Equipment and Supply Maintenance

The food vendor is responsible for providing 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.

1. Food Thermometers

Digital food thermometers are more accurate and easier to read than dial thermometers. Digital thermometers may be used as provided by the food vendor and approved by ADSS. Dial thermometers should not be used. Every center should have two properly working digital thermometers.



a. Operating the Thermometer:

Operating instructions for thermometers may vary based on the thermometer. If there are questions about operation contact the central kitchen or nutrition coordinator.

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

b. Instructions for Use:

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

- 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.

c. Cleaning and Storage:

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.

- Use a damp cloth to clean and sanitize the plastic head.
- Single alcohol preps (provided by local service provider) may also be used to sanitize the thermometer stem.
- Allow to air dry.
- Do not submerge the thermometer head in water when cleaning. Thermometers will not work if moisture gets into the head and corrodes the battery. Digital thermometers are water resistant but not waterproof.
- Do not leave digital thermometers in the refrigerator for extended periods as condensation may form inside the thermometer head.

d. Using Digital Thermometers to take Food Temperatures:

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 ½ inch into the food. (See Instruction Sheet – Chapter 11)

- 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.

e. Checking for Accuracy:

Thermometers can be checked for accuracy using the ice water bath at least once a week.

- Check the accuracy of a thermometer if temperature problems occur. (Refer to the Instruction Sheet – Chapter 11)
- Return malfunctioning thermometers to the central kitchen for repair or replacement.
- Let the Nutrition Coordinator know if a replacement thermometer is not received within three days. Note this information on the IDT also.
- The boiling water or hot water method for checking thermometers is not approved by ADSS due to safety risk.

f. Refrigerator Thermometers

Refrigerator thermometers 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.

2. Refrigerators

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

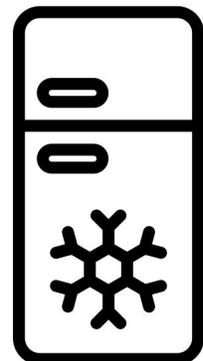
The refrigerator temperature should be (less than) $< 41^{\circ}\text{F}$.

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. Send remaining milk and juice with participants at the end of each week or discard.
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.

3. Freezers and Freezer Thermometers

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.

4. 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 (wheels) on holding cabinets are not to be removed. Notify the Central kitchen office manager with this request.

a. Operation of Electric Holding Cabinet

- Position cabinet 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 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 6 and 7, or until the cabinet maintains the temperature of 155° F.
- Set humidity dial to 0.
- If center staff arrives at the center before the food service vendor, 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 degrees Fahrenheit.
- After all food is served, **turn off** the holding cabinet.

b. Cleaning and Sanitizing Holding Cabinets

Clean and sanitize hot holding cabinets daily.

- 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.

5. Serving Utensils, Tea and Coffee Maker/Dispenser

Equipment used to prepare tea and coffee should be washed, rinsed, and sanitized in the same manner as the serving utensils. Cleaned and sanitized serving utensils should be available and used at each meal.



6. 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.

7. Ice Chests and Insulated Containers (Food Carriers)

Maintenance of ice chests used to deliver beverages 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 C-2 meals.

8. 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.



Cleaning instructions for insulated carriers:

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.

9. 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 plate. Use only a soft cloth, no scrubbers.
- Wipe sides, top and handle of the machine.
- Replace tray carrier. (Refer to Appendix)

Changing Cutter Blade:

- Remove tray carrier, as described above.
- Use a flat head screwdriver 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)

10. 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.

Cleaning and Sanitizing 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.

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.

10-B Center Care and Maintenance

1. Cleaning and Sanitizing with Wiping Cloths

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 11)

Use a different wiping cloth when cleaning and sanitizing. Between uses, wiping cloths **MUST** soak in a sanitizing solution to prevent bacterial growth. When cleaning and sanitizing food contact areas in the senior center:

1. Clean 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. Tables and 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.



3. Floors and Walls

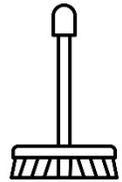
Floors, walls, and ceilings of the kitchen shall be smooth and easily cleanable. Floors at the center must be swept daily and mopped at least once per week. Spills should be cleaned up immediately.

Sweeping (Daily)

- a. Sweep floor prior to mopping.
- b. Brooms should be hung off the floor by the handles or stored upside down.

Mopping (Weekly)

- a. Wash floors with a mop dipped into a detergent solution.
- b. Rinse with hot clean water to remove visible soil.
- c. Allow to air dry.
- d. After mopping is completed, mop heads must be sanitized. Soak mop heads in a sanitizing solution for 5 minutes.
- e. Turn mop head upward toward ceiling or hang above the floor to dry.
- f. 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.



4. 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.

5. 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 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. 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.

10-C Management of Supplies

Supplies are delivered weekly by the food vendor. The food delivery driver will leave you a blank supply order form. (See appendix)

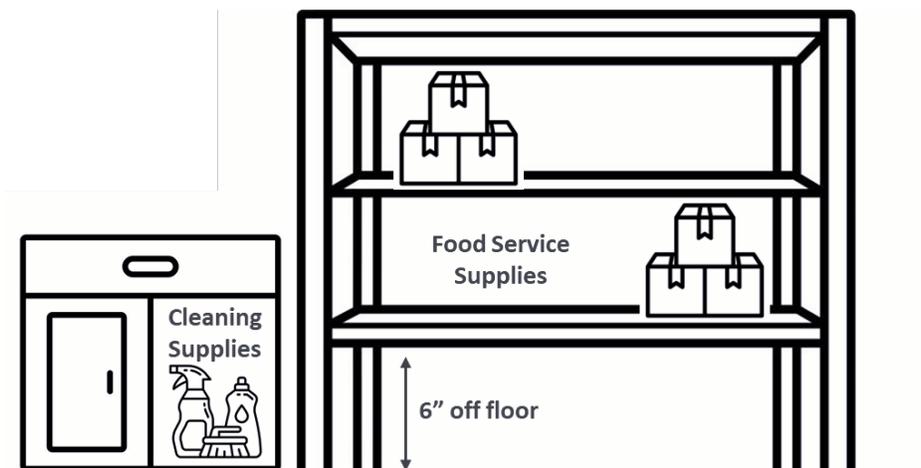
Should you need something not listed, note it on the “other” line provided. Place the order from with your meal delivery ticket and the driver will pick it up the next day. You will receive your order within three to five working days and your driver will leave you another blank form for your next order.

- 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.

Storing Supplies:

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.



Chapter Eleven

Instruction Sheets

1. Handwashing
2. Glove Use
3. Preparing Sanitizing Solution
4. Preparing the 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. Hot Holding Cabinets
11. Instructions for Ice Tea Preparation
12. Instructions for Coffee Preparation
13. Plate Diagram
14. Diagram for Cornbread and Sheet Cakes
15. Illness Plan and Clean-Up Procedure
16. Which Scoop Size?
17. Which Spoodle Size?

Blank

Hand Washing

Wash hands often. This may be the most important thing to keep germs from contaminating food.

Proper Handwashing Steps



WET

Your hands with clean, running water (warm or cold), turn off tap, and apply soap.



LATHER

Your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.



SCRUB

Your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



RINSE

Your hands well under clean, running water.



DRY

Your hands using a clean towel or air dry them.

Source: Partnership for Food Safety Education

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 eating, drinking, chewing gum or smoking.



After sweeping or other activity that can contaminate hands.



After using chemicals that might affect the safety of the food.



After using the bathroom.



After handling money or garbage.



After blowing nose, sneezing, or coughing.

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 is the final step needed to remove bacteria from food contact surfaces that have just been cleaned.

Food residue on serving utensils, tables and kitchen equipment can provide an ideal environment for the growth of bacteria. Soiled wiping cloths can also become a breeding ground for bacteria to be transferred to other surfaces. These food contact surfaces should be sanitized with sanitizing solution daily.

Steps to prepare sanitizing solution:



1. Make fresh sanitizing solution daily.



2. Wear protective gloves, clothes that cover skin, and masks if available.



3. Measure 1 tablespoon bleach (1 capful) per gallon of water.



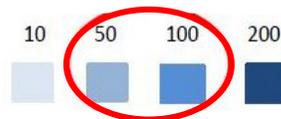
4. Add bleach to water.



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



6. Dip the test strip in the solution for 1 second.



7. The concentration should be 50-100 ppm.



8. Label containers "chlorine bleach solution."

More bleach is NOT better

If the solution is too weak:

- It will not be an effective sanitizer.
- Add a small drop of bleach and re-test.

If the solution is too strong:

- It can leave a poisonous residue.
- Add water to dilute it.

Caution: Never mix bleach with ammonia or other cleaners (including detergent).

Seek medical attention if you experience symptoms of chlorine exposure such as migraine, blurred vision or difficulty breathing.

Preparing the Dish Washing Sink

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 new or remodeled kitchens. Senior centers grandfathered in since 2013 may use a 3rd pan with their 2- compartment sinks as required for washing, rinsing and sanitizing. The local provider is responsible for 3rd pan.

Preparation of the 3-Compartment Sink:

Clean the sink, making sure it is free of food particles.

Wash Sink: 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.

Rinse Sink: Fill the second compartment 2/3 full of clear, hot water (at least 110° F).

Sanitizing Sink: Fill the third compartment 2/3 full of chlorine sanitizing solution measuring 50 - 100 ppm.

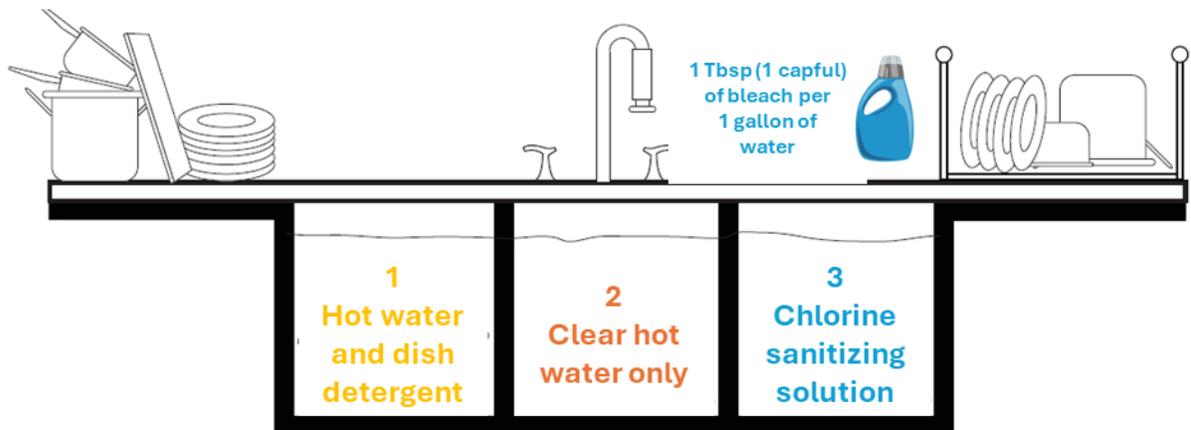
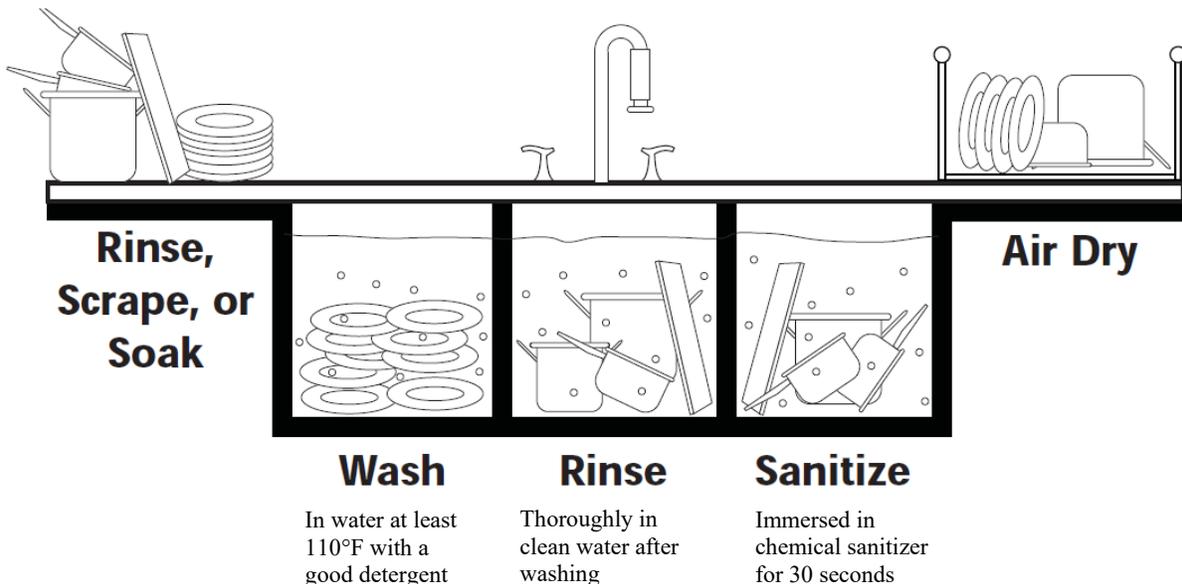


Image Source: ADPH-FLP-112-6-07-kw

Steps for Manual Dishwashing

Rinse, Scrape or Soak	Pre-rinse and scrape all serving utensils, tea and coffee pots to make the washing and sanitizing steps more effective.
Wash	Wash utensils in hot, sudsy water in the first compartment. <ul style="list-style-type: none"> • Change water often to keep it free of food particles.
Rinse	Immerse utensils in clean hot water in the second compartment to rinse, or rinse with running water. <ul style="list-style-type: none"> • This step removes the surface residue of detergent that can decrease the effectiveness of bleach. • Change water often to keep clean.
Sanitize	Immerse the utensils in sanitizing solution in the third compartment for 1 minute. <ul style="list-style-type: none"> • 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).
Air Dry	Shake excess water off utensils and use immediately or let air dry. <ul style="list-style-type: none"> • 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. • Utensils and other equipment cannot be dried with a cloth, rinsed after sanitizing, or stored in the sanitizer.



Wiping Cloths

Wiping cloths are used in food service for cleaning and sanitizing but may be a source of contamination if used improperly.

<p>Types of Wiping Cloths</p>	<p>Wet: Cotton or microfiber cloths. Dry: Paper towels</p> <p><i>Sponges are not approved for use.</i></p> <p><i>*Commercially available sanitizing wipes are not recommended.</i></p>	 <p style="text-align: center;">WET DRY</p>
<p>Using Wiping Cloths</p>	<p>Wet: Used to wipe down food contact surfaces and equipment. Dry: Used for brushing away food particles, wiping tables or wiping off seats.</p>	
<p>Storing Wet Wiping Cloths</p>	<p>Wet wiping cloths are to be soaked in sanitizing solution that is:</p> <ul style="list-style-type: none"> • Mixed Fresh Daily • 50-100 ppm • Clearly labeled “Chlorine Bleach Solution” • Free of food or visible dirt • Stored off of the floor • Without any added soap or detergent 	
<p>Cleaning Wiping Cloths</p>	<p>Wiping cloths shall be laundered daily by:</p> <ol style="list-style-type: none"> a. Use of a washing machine and dried in a dryer 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. 	
<p>Things to Avoid</p>	<ul style="list-style-type: none"> • Leaving wiping cloth out on counter for a long time. • Not storing the wiping cloth in a sanitizing solution between uses. • Rinsing wiping cloth in water • Using wiping cloth to wipe hands 	

*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.

Checking the Food Thermometer for Accuracy

Digital Food Thermometers should be checked for accuracy:

- At least once a week.
- When food does not meet temperature requirements.

Using the Ice Bath Method

The ice bath method ensures your thermometer is reading an accurate or correct temperature. The freezing point for ice is 32 degrees, so the thermometer should read 32 degrees when submerged in ice water.

Ice Bath Method:

1. Fill a large container with ice. 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 the temperature stabilizes.
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.
5. Remove thermometer from ice bath, dip the stem in sanitizing solution and let air dry.
6. Turn off thermometer when it's not in use.



How to Measure the Temperature of Food

Two digital thermometers are provided to each center to check food temperature.

Steps to Check Food Temperature:

1. Wash, rinse and sanitize digital thermometers.
 - 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. Set on F (Fahrenheit) and not C (Celsius).
3. Place metal stem at least ½” deep into food or beverage. Do not touch bottom or sides of container.
4. Wait until the thermometer reading stays steady before writing down a temperature. Take another reading in a different spot.
5. Keep the thermometer turned off and in the storage case when not in use. Keep the thermometer and case both clean.
6. Check the thermometer to make sure it’s accurately reading temperature by using the ice bath method at least once a week.

Milk, Juice and Sour Cream Packets: To measure milk, juice or sour cream temperatures without puncturing the packaging, place the pointed metal stem between two cartons/packs and hold together firmly.

Picnic Sandwiches: To measure sandwiches, place the pointed metal stem through sandwich wrap into meat/cheese between bread. Keep thermometer in close contact with meat and cheese.

Bagged Lettuce and Tomato Sets: To measure lettuce and tomato packaged in pre-portioned plastic bags, temp the bags altogether. Ball up the bags of lettuce and tomato around the temp of the thermometer. Do not temp individual bags of lettuce and tomato.



The Temperature Danger Zone and the FDA Food Code

The temperature range at which disease-causing bacteria grow best in time/temperature control for safety food (TCS) is called the temperature danger zone. The Alabama Elderly Nutrition Program follows FDA Food Code guidelines to prevent food borne diseases.

The Temperature Danger Zone

The “Temperature Danger Zone” is when food is most susceptible to bacterial growth – usually between 41°F and 135 °F. Foods susceptible to bacterial growth are starred with an asterisk on the serving guide.

- When food is in the temperature danger zone, bacteria can double in number in as little as 20 minutes.

Check Food Temperatures:

1. When the food arrives, or when staff first arrives at the center.
2. Before serving food (If the temperature has not been checked in over 1 hour).
 - * Starred cold items above 41°F (+2°F) and hot items below 135°F (-2°F) should not be served.
 - * Clean and sanitize the thermometer between pans.

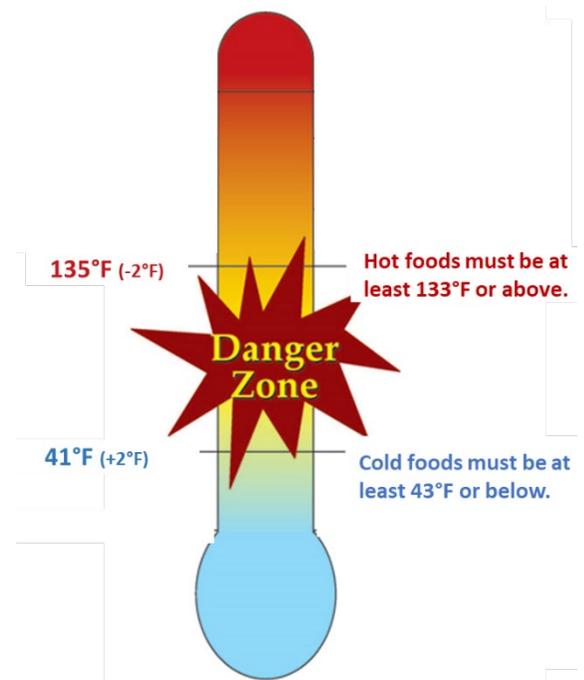
Handling Hot and Cold ENP Foods

Congregate Meals:

- Keep hot foods in hot holding cabinet until serving.
- Keep cold foods in the refrigerator until serving.
- Keep hot holding cabinets between 155-180°F to maintain proper temperature.

Homebound Deliveries:

- Homebound meals should be delivered within 2 hours of dipping the food.
- If there is time between dipping homebound meals and serving congregated meals, place pans of hot foods back in the hot holding cabinet between dipping homebound meals and serving congregated meals.



When food does not meet temperature requirements:

1. Use a second thermometer.
2. Check the thermometer for accuracy using the ice bath method.
3. Ask another person to verify the temperature.
4. Follow replacement guidelines.

Keep Hot Foods Hot and Cold Foods Cold

Hot Holding Cabinets

Hot holding cabinets are essential for keeping foods at a safe temperature. ADSS recommends keeping hot holding cabinets between 155-180°F. Keeping hot holding cabinets too hot can result in foods drying out or overcooking.

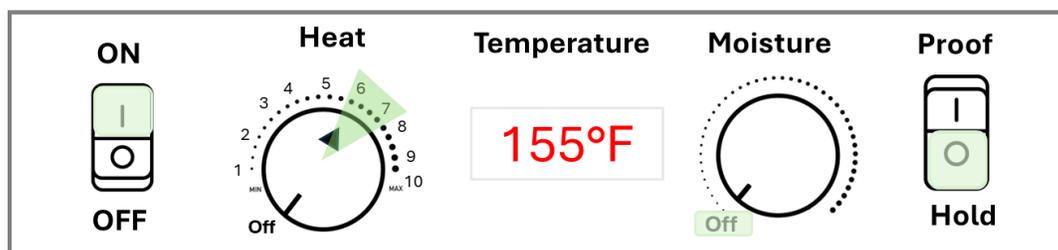
Troubleshooting Potential Problems:

1. My hot holding cabinet is not reaching 155 degrees Fahrenheit.
 - a. Make sure cabinet is set to “Hold” or “Heat.” The switch may be set to “Proof” which will cause the cabinet to stay at a low temperature.
 - b. Increase the temperature setting by turning the heat dial to the next temperature setting.
2. I’ve checked the settings, but my cabinet is still not reaching above 155 degrees.
 - a. There is a black rubber strip attached around the door of the cabinet to hold in heat. Inspect the rubber strip for damage.
3. My vegetables are overcooked when I serve meals.
 - a. A possible reason is your hot holding cabinet’s temperature may be too high and causing food to overcook.
 - b. Check the temperature and lower the temperature gauge so the temperature reaches 155-165°F.

Recommended Hot Holding Cabinet Settings:

The make and model of hot holding cabinets varies at each senior center. The diagram may not appear exactly like the hot holding cabinet at your center.

1. Keep the cabinet turned ON when food is inside
2. Set heat to 6 or 7
3. Keep the temperature at 155°F - 180°F.
4. Keep moisture or humidity settings turned OFF
5. Set cabinet to HOLD or HEAT (Not PROOF)
6. Turn cabinet OFF after use when no food is inside



Instructions for Iced Tea Preparation

Tea Maker (Brewer)

Tea leaves sometimes contain harmful bacteria that have the potential for causing foodborne illness. If the tea is not brewed at a high enough water temperature; the equipment is not properly sanitized; or if prepared tea is stored incorrectly, participants may become ill from drinking tea.

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

Equipment: Iced Tea Maker

Supplies provided by the foodservice vendor:

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



Each bag of ice will be sufficient for 20 servings. The 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 brew tower with one-quart cold water to the max fill line. The level is indicated inside the reservoir and on the pitcher.
 - a. Do not use hot water.
2. Adjust the desired brew strength on the bottom of brew basket. Make sure the mesh filter is securely placed in the basket.
3. Place one (1) tea bag in the brew basket. Place the tea bag so that it is between the mesh filter and the pouring spout of the pitcher when the brew basket is in position.
4. Place lid on pitcher. Pull out the brew tray and place pitcher onto the tray.
5. Plug in the tea maker. Press the “On” button to brew tea. The On light will glow.

6. Let all tea drain completely from brew basket before removing pitcher.
7. Pour brewed tea into tea dispenser. Add 2 quarts of cold water to dispenser to make 1 gallon of tea.
8. Brew 1 tea bag for each gallon of tea desired based on the number of congregate participants.

Tea Bags	Number of 8oz Servings
1 Tea Bag	25 servings or less
2 Tea Bags	26-50 servings
3 Tea Bags	51-75 servings

9. Serve tea over ice. (Use a sanitized utensil or glove to serve ice.)
10. Unplug the tea maker at the end of meal service.

Cleaning:

1. Discard leftover tea at the end of the day. Wash lid, mesh filter, brew basket and tea pitcher in hot, soapy water, rinse and sanitize.
2. Allow tea brewing equipment to air dry. Do not place in an 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.
4. If tea is made daily, clean brewer with vinegar monthly to prevent hard water mineral deposits.
 - a) Pour 2 cups of white vinegar into the reservoir.
 - b) Assemble pitcher with brew basket, mesh filter and lid. Place pitcher on brew tray.
 - c) Plug in tea maker and press the On button. When the brew cycle is completed discard the vinegar from the pitcher. Wash, pitcher, mesh filter, brew basket and lid.
 - d) Repeat cleaning process with cold water.

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 maker to use for coffee preparation. If the center does not have a coffee maker consult your nutrition coordinator.

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

Equipment: Coffee Maker

Supplies provided by the foodservice vendor:

- Coffee packs (2 oz)
- Cups (8 oz)
- Stirrers
- Sugar Packets
- Artificial Sweetener
- Non-dairy Creamer



Preparation:

1. Wash, rinse, and sanitize the coffee urn each morning. Clean the spout. Do not immerse the urn in water to prevent destroying the electrical parts.
2. Fill with cold fresh water to the level indicator mark for the number of cups desired. Water level marks indicate the number of 5-ounce cups of coffee. The following chart provides guidance to make an adequate number of servings of 1 cup (8 oz) of coffee for each congregate meal participant.
3. When using the 40-cup or 60-cup coffee maker, place the basket on the pump tube and center the tube in the bottom of the urn.
4. Prepare coffee grounds by pouring coffee packets into the basket. The following chart may be used as a reference.
 - a. The strength of the coffee may be increased by using a full pack, rather than $\frac{1}{2}$ a pack per participant taste preferences. Adding too many grounds can result in a strong bitter taste.
 - b. The strength of the coffee may be decreased by using fewer coffee grounds per participant taste preferences.
5. After the lid is locked in place, plug in coffee maker to start brewing coffee.
6. Unplug the coffee maker at the end of meal service.

Coffee Maker Model	Water Fill Line	Number of 8oz Servings	2oz Coffee Packs Needed
12-Cup Standard Coffee Maker	Filled Completely	8 cups	1 pack
40-Cup Coffee Maker	10 cup line	6 cups	1 pack
40-Cup Coffee Maker	20 cup line	12 cups	1 ½ packs
40-Cup Coffee Maker	30 cup line	18 cups	2 ½ packs
40-Cup Coffee Maker	40 cup line	25 cups	3 ½ packs
60-Cup Coffee Maker	50 cup line	31 cups	4 ½ packs
60-Cup Coffee Maker	60 cup line	37 cups	5 ½ packs

Daily Supply Needs of 2oz Coffee Bags

Centers will receive the designated number of bags of 2 oz coffee from the food service vendor based on the center’s average number of congregate meal participants.

Congregate Participants	Packs of 2oz coffee
1- 8 participants	1 Pack/Day
9-12 participants	2 Packs/Day
13-18 participants	3 Packs/Day
19-25 participants	4 Packs/Day
26-31 participants	5 Packs/Day
32-37 participants	6 Packs/Day

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

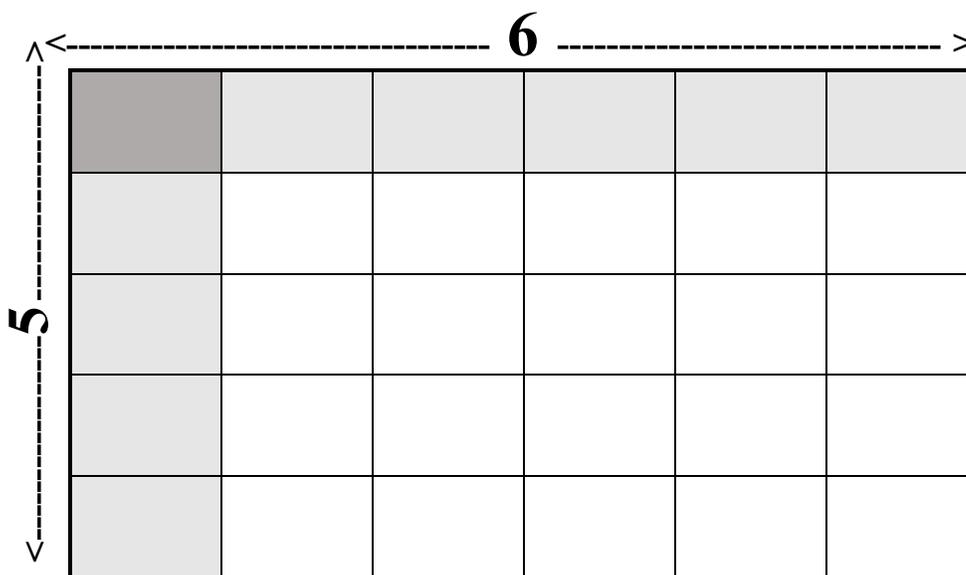


- Refer to the serving guide each day for the recommended placement of foods on the tray.
- The goal is to have an eye appealing plate and to safely serve the correct portion of all food items to each participant.
- Prepackaged food should not be placed on plate if it touches unwrapped food.

Cutting Diagram for Cornbread and Sheet Cakes

Each pan of cake or cornbread = 30 Servings

Cut Pieces in a 5x6 Grid



Gently mark grid with a knife before slicing for best results.

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

Appendix

Blank



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.

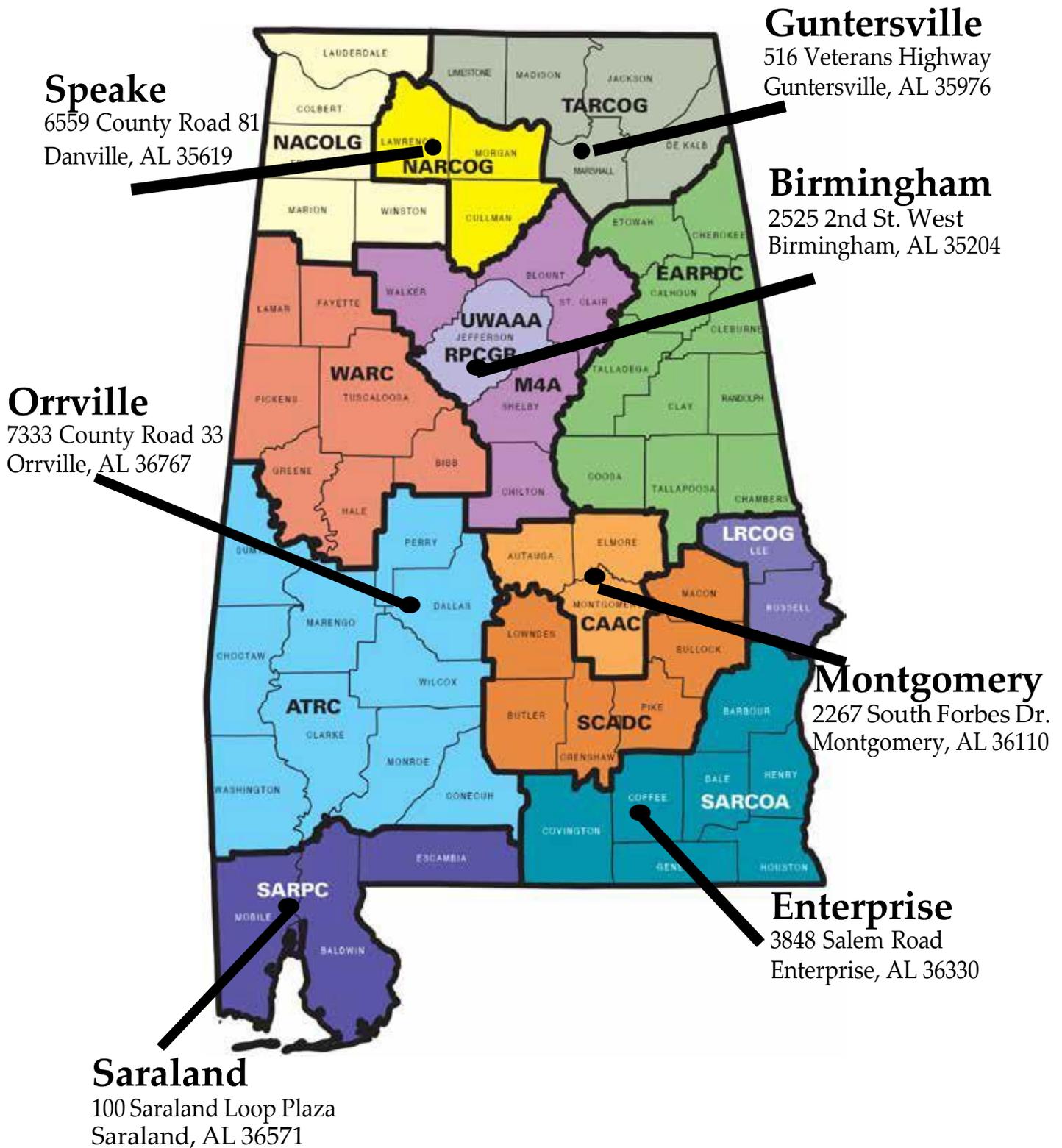
With over 50 years of experience supporting congregate sites and home-delivered senior nutrition programs, TRIO focuses on meals and fulfillment, allowing their partners to focus on the core aspects of their mission. Across the United States, TRIO produces over 125 million meals annually, employs over 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.

TRIO Community Meals

Central Kitchens Locations





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



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



SUPPLY ORDER FORM



Center Name: _____

An order form must be submitted to receive supplies.

Instructions for Ordering Supplies:

- Please place your request in advance to ensure you have enough supplies to serve participants.
- Mark the items you need in the “Select” column with an X or ✓.
- Return this form with your meal ticket. *(must send a copy of this request to your Nutrition Coordinator)*
- The quantity of each item sent will be listed by TRIO in the “Sent” column.
- TRIO will provide a two-week supply based on your average meal counts.

(If a full two-week supply cannot be sent, the remaining balance will be delivered separately or included with your next order).

You are only required to keep a **1-week supply of items** on hand as back-up.

Select	Item	TRIO Sent
	Foam Lunch Tray	
	Utensil Kit (include Homebound)	
	Foam Cups (8oz)	
	Coffee Packs	
	Tea Bags	
	Tea Concentrate	
	Sugar Pack	
	Sweet & Low	
	Creamer	
	Stirrers	
	Lemon Juice Pk	

Select	Item	TRIO Sent
	Oliver Tray	
	Oliver Film SM	
	Oliver Film LG (MOW sites)	
	Squat Cup (8oz)	
	Lid Squat Cup (8oz)	
	Squat Cup(6oz)	
	Lid Squat Cup (6oz)	
	Wax Bags	
	To Go Bags	

Select	Item	TRIO Sent
	Gloves SM	
	Gloves MD	
	Gloves LG	
	Gloves XL	
	Hair Nets	
	Aprons	
	Test Strips	

Date Ordered _____

Center Manager _____

Date Received _____

Received By _____

Trio Kitchen

Date Filled _____

Filled By _____

Date Delivered _____

Driver _____



EQUIPMENT REPAIR / ORDER FORM



Center: _____ Date: _____

Kitchen: _____

Instructions: Please select the equipment that needs repair / replacement from the list below and describe the issue you are experiencing. Once completed, submit this form to the AAA Nutrition Coordinator, who will forward it to TRIO for repair or replacement.

Electric Holding Cabinet	Oliver Packaging Equipment

Coffee Maker	Tea Maker

Digital Thermometers	Other Item:

****Reminder:** TRIO reserves the right to charge the AAA for replacement of equipment if damaged by mishandling or negligent care.

TRIO Staff Use Only:

Please provide any comments about the condition of the equipment, including notes on wear and tear or other concerns.

Blank



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.

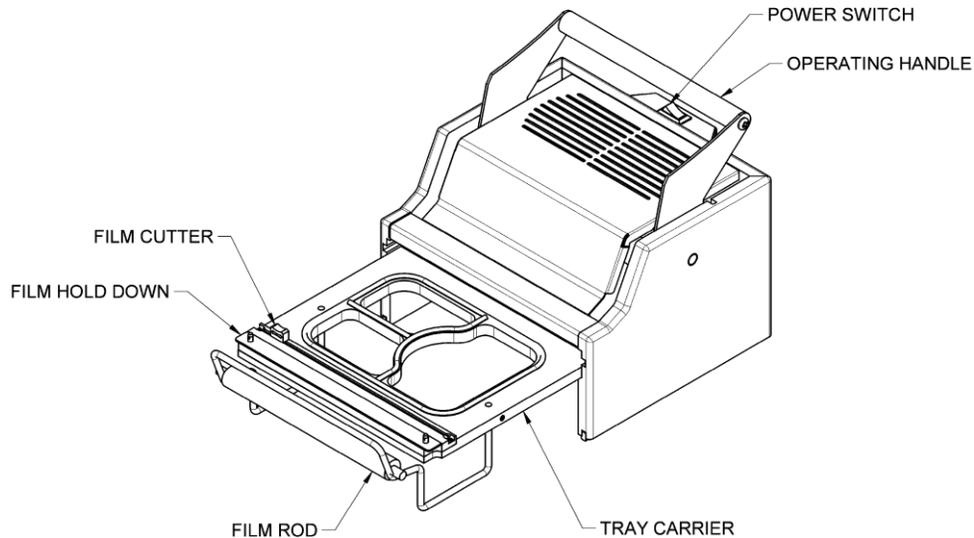
WARNING

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

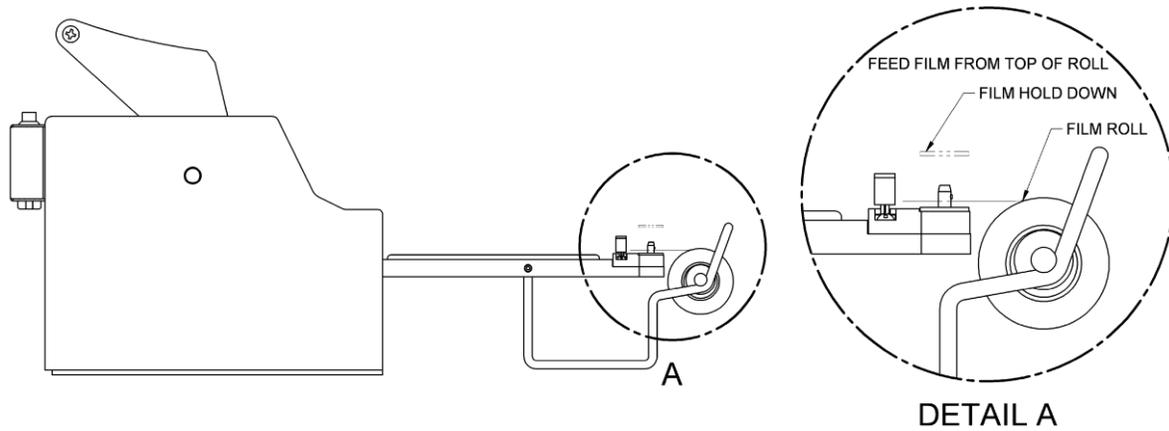
1. Carefully remove the Model 1208 from the box. Check to make sure the order is complete, and it has not been damaged during shipment.
2. Place the unit in a suitable location which provides an adequate working space. The location must be sturdy, level, and capable of holding 18lbs. per machine.
3. 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



Step 3. Film hold-down 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

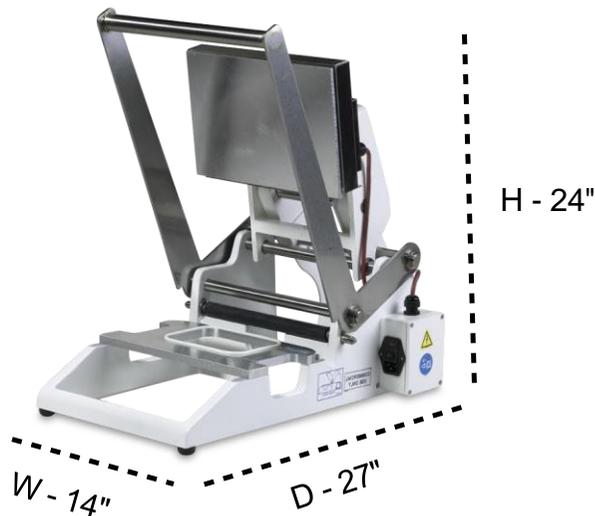
HEAT SEALER

Equipment Stats

Weight: 60 lbs.

Machine:

H x W x D: 24" x 14" x 27"



Model

1308-N:

Manual Heat Seal Equipment

Electrical

Standard:

120 Volts AC (USA) 5 AMPS, 60 Hz (USA)

Maximum Tray Size

Maximum Tray Dimension:

W x L x D 8.625" x 6.5" x 3.25"

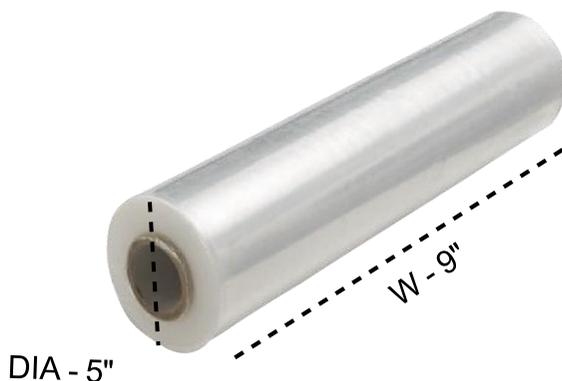


Roll Capacity

Maximum Roll Diameter: 5"

Maximum Roll Width: 9"

Maximum Seal Length: 7.5"





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 towards 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 1208 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 unit) . 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.

Blank

Store & Thaw Food Safely

- Separate leftovers into small, shallow containers for faster cooling.
- Refrigerate or freeze perishables, prepared foods and leftovers within 2 hours of purchase or use (1 hour when temps are over 90 °F).
- Consume or freeze refrigerated leftovers within 3 to 4 days. Toss after 4 days.
- Thaw and marinate foods in the fridge, not at room temperature.

Keep Your Refrigerator Clean

- Wipe spills immediately.
- Regularly clean inside with hot water and liquid soap and dry with paper towels to minimize cross-contamination.

REDUCE YOUR RISK

Follow these food safety practices at home.



For more information, visit fightbac.org



Partnership for
Food Safety
Education

GO 40° or BELOW

A COLD FRIDGE HELPS KEEP FOOD SAFE



Partnership for
Food Safety
Education

HOME FOOD SAFETY TIPS FOR SENIORS



GO 40° OF OR BELOW PROTECT YOUR FOOD. PROTECT YOURSELF.



After age 75, many adults have weakened immune systems, increasing the risk of contracting foodborne illness.

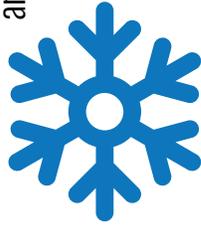


A constant home refrigerator temp of 40 °F or below is one of the most effective ways to reduce the risk of foodborne illness. Bacteria that can cause illness grow rapidly between 40 °F and 140 °F. Use a refrigerator thermometer to help measure temperature to help you stay food safe.

What Causes Foodborne Illness?

Every year, nearly 48 million people in the United States—1 in 6—get sick from eating food contaminated with germs. While *Salmonella*, *Campylobacter* and Norovirus cause the most illnesses, *Listeria monocytogenes* is a less-common but often deadly foodborne bacteria.

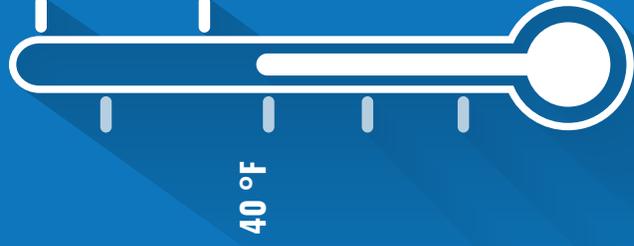
Listeriosis can spread through the bloodstream to cause meningitis, and often kills. It's particularly dangerous for older adults, persons with immune-compromising conditions and pregnant women. Almost all cases occur among these three groups.



Cold temperatures inhibit the growth of pathogens that can make you sick.

Use a Thermometer

Refrigerator thermometers are tools that stay in your refrigerator to display actual temperatures (separate from refrigerator dials). Proper installation and use will help you keep your food safe.



1. Follow thermometer manufacturer instructions for ideal placement.
2. Make sure the thermometer reads 40 °F or below. Some events may cause temporary readings over 40 °F, such as:
 - Initial placement
 - Door open for an extended time
 - Hot foods recently placed inside
 - Automatic defrost cycles: Check temperature as soon as it turns on, when it's at its highest temp.

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.

Involutionary 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.



SAFETY DATA SHEET

Issuing Date January 5, 2015

Revision Date June 12, 2015

Revision Number 1

1. IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND OF THE COMPANY/UNDERTAKING

Product identifier

Product Name Clorox® Regular-Bleach₁

Other means of identification

EPA Registration Number 5813-100

Recommended use of the chemical and restrictions on use

Recommended use Household disinfecting, sanitizing, and laundry bleach

Uses advised against No information available

Details of the supplier of the safety data sheet

Supplier Address

The Clorox Company
1221 Broadway
Oakland, CA 94612

Phone: 1-510-271-7000

Emergency telephone number

Emergency Phone Numbers For Medical Emergencies, call: 1-800-446-1014
For Transportation Emergencies, call Chemtrec: 1-800-424-9300

2. HAZARDS IDENTIFICATION

Classification

This chemical is considered hazardous by the 2012 OSHA Hazard Communication Standard (29 CFR 1910.1200).

Skin corrosion/irritation	Category 1
Serious eye damage/eye irritation	Category 1

GHS Label elements, including precautionary statements

Emergency Overview

Signal word	Danger		
Hazard Statements	Causes severe skin burns and eye damage Causes serious eye damage		
			
Appearance	Clear, pale yellow	Physical State	Thin liquid
			Odor Bleach

Precautionary Statements - Prevention

Wash face, hands and any exposed skin thoroughly after handling.
 Wear protective gloves, protective clothing, face protection, and eye protection such as safety glasses.

Precautionary Statements - Response

Immediately call a poison center or doctor.
 If swallowed: Rinse mouth. Do NOT induce vomiting.
 If on skin (or hair): Take off immediately all contaminated clothing. Rinse skin with water.
 Wash contaminated clothing before reuse.
 If inhaled: Remove person to fresh air and keep comfortable for breathing.
 Specific treatment (see supplemental first aid instructions on this label).
 If in eyes: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

Precautionary Statements - Storage

Store locked up.

Precautionary Statements - Disposal

Dispose of contents in accordance with all applicable federal, state, and local regulations.

Hazards not otherwise classified (HNOC)

Although not expected, heart conditions or chronic respiratory problems such as asthma, chronic bronchitis, or obstructive lung disease may be aggravated by exposure to high concentrations of vapor or mist.

Product contains a strong oxidizer. Always flush drains before and after use.

Unknown Toxicity

Not applicable.

Other information

Very toxic to aquatic life with long lasting effects.

Interactions with Other Chemicals

Reacts with other household chemicals such as toilet bowl cleaners, rust removers, acids, or products containing ammonia to produce hazardous irritating gases, such as chlorine and other chlorinated compounds.

3. COMPOSITION/INFORMATION ON INGREDIENTS

Chemical Name	CAS-No	Weight %	Trade Secret
Sodium hypochlorite	7681-52-9	5 - 10	*

* The exact percentage (concentration) of composition has been withheld as a trade secret.

4. FIRST AID MEASURES**First aid measures****General Advice**

Call a poison control center or doctor immediately for treatment advice. Show this safety data sheet to the doctor in attendance.

Eye Contact

Hold eye open and rinse slowly and gently with water for 15 - 20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice.

Skin Contact

Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control center or doctor for treatment advice.

Inhalation

Move to fresh air. If breathing is affected, call a doctor.

Ingestion

Have person sip a glassful of water if able to swallow. Do not induce vomiting unless told to do so by a poison control center or doctor. Do not give anything by mouth to an unconscious person. Call a poison control center or doctor immediately for treatment advice.

Protection of First-aiders

Avoid contact with skin, eyes, and clothing. Use personal protective equipment as required. Wear personal protective clothing (see section 8).

Most important symptoms and effects, both acute and delayed**Most Important Symptoms and Effects**

Burning of eyes and skin.

Indication of any immediate medical attention and special treatment needed**Notes to Physician**

Treat symptomatically. Probable mucosal damage may contraindicate the use of gastric lavage.

5. FIRE-FIGHTING MEASURES

Suitable Extinguishing Media

Use extinguishing measures that are appropriate to local circumstances and the surrounding environment.

Unsuitable Extinguishing Media

CAUTION: Use of water spray when fighting fire may be inefficient.

Specific Hazards Arising from the Chemical

This product causes burns to eyes, skin, and mucous membranes. Thermal decomposition can release sodium chlorate and irritating gases and vapors.

Explosion Data

Sensitivity to Mechanical Impact None.

Sensitivity to Static Discharge None.

Protective equipment and precautions for firefighters

As in any fire, wear self-contained breathing apparatus pressure-demand, MSHA/NIOSH (approved or equivalent) and full protective gear.

6. ACCIDENTAL RELEASE MEASURES

Personal precautions, protective equipment and emergency procedures

Personal Precautions

Avoid contact with eyes, skin, and clothing. Ensure adequate ventilation. Use personal protective equipment as required. For spills of multiple products, responders should evaluate the MSDSs of the products for incompatibility with sodium hypochlorite. Breathing protection should be worn in enclosed and/or poorly-ventilated areas until hazard assessment is complete.

Other Information

Refer to protective measures listed in Sections 7 and 8.

Environmental precautions

Environmental Precautions

This product is toxic to fish, aquatic invertebrates, oysters, and shrimp. Do not allow product to enter storm drains, lakes, or streams. See Section 12 for ecological information.

Methods and material for containment and cleaning up

Methods for Containment

Prevent further leakage or spillage if safe to do so.

Methods for Cleaning Up

Absorb and containerize. Wash residual down to sanitary sewer. Contact the sanitary treatment facility in advance to assure ability to process washed-down material.

7. HANDLING AND STORAGE

Precautions for safe handling

Handling Handle in accordance with good industrial hygiene and safety practice. Avoid contact with skin, eyes, and clothing. Do not eat, drink, or smoke when using this product.

Conditions for safe storage, including any incompatibilities

Storage Store away from children. Reclose cap tightly after each use. Store this product upright in a cool, dry area, away from direct sunlight and heat to avoid deterioration. Do not contaminate food or feed by storage of this product.

Incompatible Products Toilet bowl cleaners, rust removers, acids, and products containing ammonia.

8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Control parameters

Exposure Guidelines

Chemical Name	ACGIH TLV	OSHA PEL	NIOSH IDLH
Sodium hypochlorite 7681-52-9	None	None	None

ACGIH TLV: American Conference of Governmental Industrial Hygienists - Threshold Limit Value. OSHA PEL: Occupational Safety and Health Administration - Permissible Exposure Limits. NIOSH IDLH: Immediately Dangerous to Life or Health.

Appropriate engineering controls

Engineering Measures Showers
Eyewash stations
Ventilation systems

Individual protection measures, such as personal protective equipment

Eye/Face Protection If splashes are likely to occur: Wear safety glasses with side shields (or goggles) or face shield.

Skin and Body Protection Wear rubber or neoprene gloves and protective clothing such as long-sleeved shirt.

Respiratory Protection If irritation is experienced, NIOSH/MSHA approved respiratory protection should be worn. Positive-pressure supplied air respirators may be required for high airborne contaminant concentrations. Respiratory protection must be provided in accordance with current local regulations.

Hygiene Measures Handle in accordance with good industrial hygiene and safety practice. Wash hands after direct contact. Do not wear product-contaminated clothing for prolonged periods. Remove and wash contaminated clothing before re-use. Do not eat, drink, or smoke when using this product.

9. PHYSICAL AND CHEMICAL PROPERTIES

Physical and Chemical Properties

Physical State	Thin liquid	Odor	Bleach
Appearance	Clear	Odor Threshold	No information available
Color	Pale yellow		

<u>Property</u>	<u>Values</u>	<u>Remarks/ Method</u>
pH	~12	None known
Melting/freezing point	No data available	None known
Boiling point / boiling range	No data available	None known
Flash Point	Not flammable	None known
Evaporation rate	No data available	None known
Flammability (solid, gas)	No data available	None known
Flammability Limits in Air		
Upper flammability limit	No data available	None known
Lower flammability limit	No data available	None known
Vapor pressure	No data available	None known
Vapor density	No data available	None known
Specific Gravity	~1.1	None known
Water Solubility	Soluble	None known
Solubility in other solvents	No data available	None known
Partition coefficient: n-octanol/water	No data available	None known
Autoignition temperature	No data available	None known
Decomposition temperature	No data available	None known
Kinematic viscosity	No data available	None known
Dynamic viscosity	No data available	None known
Explosive Properties	Not explosive	
Oxidizing Properties	No data available	

Other Information

Softening Point	No data available
VOC Content (%)	No data available
Particle Size	No data available
Particle Size Distribution	No data available

10. STABILITY AND REACTIVITY

Reactivity

Reacts with other household chemicals such as toilet bowl cleaners, rust removers, acids, or products containing ammonia to produce hazardous irritating gases, such as chlorine and other chlorinated compounds.

Chemical stability

Stable under recommended storage conditions.

Possibility of Hazardous Reactions

None under normal processing.

Conditions to avoid

None known based on information supplied.

Incompatible materials

Toilet bowl cleaners, rust removers, acids, and products containing ammonia.

Hazardous Decomposition Products

None known based on information supplied.

11. TOXICOLOGICAL INFORMATION

Information on likely routes of exposure

Product Information

Inhalation	Exposure to vapor or mist may irritate respiratory tract and cause coughing. Inhalation of high concentrations may cause pulmonary edema.
Eye Contact	Corrosive. May cause severe damage to eyes.
Skin Contact	May cause severe irritation to skin. Prolonged contact may cause burns to skin.
Ingestion	Ingestion may cause burns to gastrointestinal tract and respiratory tract, nausea, vomiting, and diarrhea.

Component Information

Chemical Name	LD50 Oral	LD50 Dermal	LC50 Inhalation
Sodium hypochlorite 7681-52-9	8200 mg/kg (Rat)	>10000 mg/kg (Rabbit)	-

Information on toxicological effects

Symptoms May cause redness and tearing of the eyes. May cause burns to eyes. May cause redness or burns to skin. Inhalation may cause coughing.

Delayed and immediate effects as well as chronic effects from short and long-term exposure

Sensitization No information available.

Mutagenic Effects No information available.

Carcinogenicity The table below indicates whether each agency has listed any ingredient as a carcinogen.

Chemical Name	ACGIH	IARC	NTP	OSHA
Sodium hypochlorite 7681-52-9	-	Group 3	-	-

*IARC (International Agency for Research on Cancer)
Group 3 - Not Classifiable as to Carcinogenicity in Humans*

Reproductive Toxicity No information available.

STOT - single exposure No information available.

STOT - repeated exposure No information available.

Chronic Toxicity Carcinogenic potential is unknown.

Target Organ Effects Respiratory system, eyes, skin, gastrointestinal tract (GI).

Aspiration Hazard No information available.

Numerical measures of toxicity - Product Information

The following values are calculated based on chapter 3.1 of the GHS document

ATEmix (oral)

54 g/kg

ATEmix (inhalation-dust/mist)

58 mg/L

12. ECOLOGICAL INFORMATION**Ecotoxicity**

Very toxic to aquatic life with long lasting effects.

This product is toxic to fish, aquatic invertebrates, oysters, and shrimp. Do not allow product to enter storm drains, lakes, or streams.

Persistence and Degradability

No information available.

Bioaccumulation

No information available.

Other adverse effects

No information available.

13. DISPOSAL CONSIDERATIONS**Disposal methods**

Dispose of in accordance with all applicable federal, state, and local regulations. Do not contaminate food or feed by disposal of this product.

Contaminated Packaging

Do not reuse empty containers. Dispose of in accordance with all applicable federal, state, and local regulations.

14. TRANSPORT INFORMATION**DOT**

Not restricted.

TDG

Not restricted for road or rail.

ICAO

Not restricted, as per Special Provision A197, Environmentally Hazardous Substance exception.

IATA

Not restricted, as per Special Provision A197, Environmentally Hazardous Substance exception.

IMDG/IMO

Not restricted, as per IMDG Code 2.10.2.7, Marine Pollutant exception.

15. REGULATORY INFORMATION

Chemical Inventories

TSCA All components of this product are either on the TSCA 8(b) Inventory or otherwise exempt from listing.
DSL/NDSL All components are on the DSL or NDSL.

TSCA - United States Toxic Substances Control Act Section 8(b) Inventory
DSL/NDSL - Canadian Domestic Substances List/Non-Domestic Substances List

U.S. Federal Regulations

SARA 313
 Section 313 of Title III of the Superfund Amendments and Reauthorization Act of 1986 (SARA). This product does not contain any chemicals which are subject to the reporting requirements of the Act and Title 40 of the Code of Federal Regulations, Part 372

SARA 311/312 Hazard Categories

Acute Health Hazard	Yes
Chronic Health Hazard	No
Fire Hazard	No
Sudden Release of Pressure Hazard	No
Reactive Hazard	No

Clean Water Act

This product contains the following substances which are regulated pollutants pursuant to the Clean Water Act (40 CFR 122.21 and 40 CFR 122.42)

Chemical Name	CWA - Reportable Quantities	CWA - Toxic Pollutants	CWA - Priority Pollutants	CWA - Hazardous Substances
Sodium hypochlorite 7681-52-9	100 lb			X

CERCLA

This material, as supplied, contains one or more substances regulated as a hazardous substance under the Comprehensive Environmental Response Compensation and Liability Act (CERCLA) (40 CFR 302)

Chemical Name	Hazardous Substances RQs	Extremely Hazardous Substances RQs	RQ
Sodium hypochlorite 7681-52-9	100 lb	-	RQ 100 lb final RQ RQ 45.4 kg final RQ

EPA Statement

This chemical is a pesticide product registered by the Environmental Protection Agency and is subject to certain labeling requirements under federal pesticide law. These requirements differ from the classification criteria and hazard information required for safety data sheets and for workplace labels of non-pesticide chemicals. Following is the hazard information as required on the pesticide label:

DANGER: CORROSIVE. Causes irreversible eye damage and skin burns. Harmful if swallowed. Do not get in eyes, on skin, or on clothing. Wear protective eyewear and rubber gloves when handling this product. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco, or using the restroom. Avoid breathing vapors and use only in a well-ventilated area.

US State Regulations**California Proposition 65**

This product does not contain any Proposition 65 chemicals.

U.S. State Right-to-Know Regulations

Chemical Name	New Jersey	Massachusetts	Pennsylvania	Rhode Island	Illinois
Sodium hypochlorite 7681-52-9	X	X	X	X	
Sodium chlorate 7775-09-9	X	X	X		

International Regulations**Canada****WHMIS Hazard Class**

E - Corrosive material

**16. OTHER INFORMATION**

NFPA Health Hazard 3 Flammability 0 Instability 0 Physical and Chemical Hazards -

HMIS Health Hazard 3 Flammability 0 Physical Hazard 0 Personal Protection B

Prepared By Product Stewardship
23 British American Blvd.
Latham, NY 12110
1-800-572-6501

Revision Date June 12, 2015

Revision Note Revision Section 14.

Reference 1096036/164964.159

General Disclaimer

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information given is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal, and release and is not to be considered a warranty or quality specification. The information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in any process, unless specified in the text.

End of Safety Data Sheet

Commerical Coffee Maker Instruction Manual

Coffee Urn

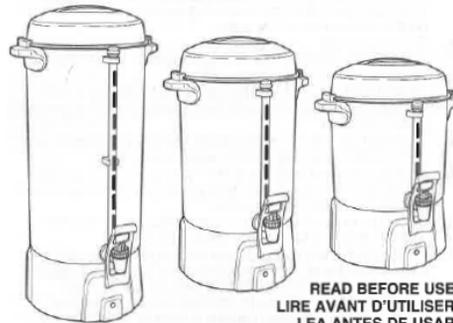
Page 2

Urne à café

Page 11

Cafetera

Página 20



READ BEFORE USE.
LIRE AVANT D'UTILISER.
LEA ANTES DE USAR.

Le invitamos a leer cuidadosamente este
instructivo antes de usar su aparato.

ProctorSilex
COMMERCIAL

840277701

www.hamiltonbeachcommercial.com

02/19

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

1. Read all instructions.
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and instructed concerning use of the appliance by a person responsible for their safety.
3. Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance.
4. Do not touch hot surfaces. Use handles or knobs. Care must be taken, since burns can occur from touching hot parts or from spilled, hot liquid.
5. To protect against fire, electric shock, and injury to persons, do not immerse cord, plug, or urn in water or other liquid.
6. Unplug from outlet when either the coffee urn is not in use and before cleaning. Allow to cool before putting on or taking off parts and before cleaning the appliance.
7. Coffee urn must be operated on a flat surface away from the edge of counter to prevent accidental tipping.
8. Do not operate any appliance with a damaged supply cord or plug, or after the appliance malfunctions or has been dropped or damaged in any manner. Supply cord replacement and repairs must be conducted by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard. Call the provided customer service number for information on examination, repair, or adjustment.
9. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock, or personal injury.
10. Do not use outdoors.
11. Do not let cord hang over edge of table or counter or touch hot surfaces, including stove.

2

12. Be certain lid is securely in place during brew cycle and when serving coffee.
13. Scalding may occur if lid is removed during brew cycle.
14. Do not place coffee urn on or near a hot gas or electric burner or in a heated oven.
15. **WARNING!** To reduce the risk of fire or electric shock, do not remove the bottom cover. No user-serviceable parts are inside. Repair should be done by authorized service personnel only.
16. Do not use appliance for other than intended use.
17. Vessel may remain hot after unit is turned off.
18. To disconnect coffee urn, remove plug from wall outlet. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.

SAVE THESE INSTRUCTIONS

OTHER CONSUMER SAFETY INFORMATION

⚠ WARNING Electrical Shock Hazard: This appliance is provided with a grounded (3-prong) plug to reduce the risk of electric shock. The plug fits only one way into a grounded outlet. Do not defeat the safety purpose of the plug by modifying the plug in any way or by using an adapter. If the plug does not fit into the outlet, have an electrician replace the outlet.

The length of the cord used on this appliance was selected to reduce the hazards of becoming tangled in or tripping over a longer cord. If a longer cord is necessary, an approved extension cord may be used. The electrical rating of the extension cord must be equal to or greater than the rating of the appliance. The extension cord must be a grounding-type, 3-wire cord. Care must be taken to arrange the extension cord so that it will not drape over the countertop or tabletop where it can be pulled on or accidentally tripped over.

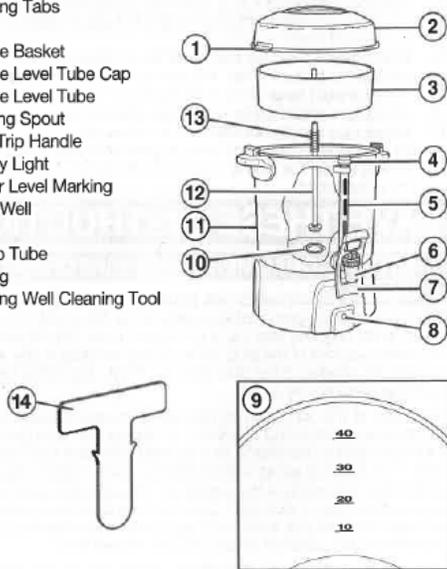
To avoid an electrical circuit overload, do not use another high-wattage appliance on the same circuit with this appliance.

This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.

3

Parts and Features

1. Locking Tabs
2. Lid
3. Coffee Basket
4. Coffee Level Tube Cap
5. Coffee Level Tube
6. Serving Spout
7. Cup Trip Handle
8. Ready Light
9. Water Level Marking
10. Heat Well
11. Um
12. Pump Tube
13. Spring
14. Heating Well Cleaning Tool



4

To Make Coffee

BEFORE FIRST USE: Clean the coffee urn by following the steps in "How to Clean."

1. To remove the lid, turn counterclockwise until the locking tabs completely clear the handles on each side of the body; then lift up. Take out the basket and pump tube with spring. For best results, always fill with cold, fresh tap water to the level indicator mark inside the body for the number of cups* desired. Depending on your model, the coffee urn will make up to 40, 60, or 100 cups. **DO NOT OVERFILL THE COFFEE URN.**
*1 cup = 5 ounces
2. Wet the basket (this helps to keep small particles of coffee grinds from sifting through). Use a standard dry measure cup and tablespoon to add regular- or percolator-grind coffee to the basket. The chart on page 6 suggests the amount of coffee for regular brew. The amount of coffee can be varied to suit your taste; use less for weaker coffee or more for stronger coffee.
3. Make sure the spring is on the pump tube; then place the basket on the pump tube. Then, holding the top of the pump tube, lower it into the coffee urn until the bottom of the pump tube is properly seated in the heat well in the center (if not, the coffee urn may not percolate).
4. Place the lid on the urn so that the locking tabs are at the front and back of the coffee urn.
5. Turn the lid clockwise until the locking tabs are fully engaged inside the handles on both sides of the coffee urn. Never plug in the coffee urn without the lid in place and the locking tabs fully engaged inside the handles.
6. Plug the coffee urn into a grounded, 3-prong, 120 V AC wall outlet. Coffee brewing will begin within seconds. The urn will begin to percolate within 8 minutes.

Do NOT plug in the coffee urn when there is no water or other liquid inside.

5

7. When the brewing cycle is complete, percolation stops and the READY light illuminates to indicate the coffee is ready to serve. The coffee urn automatically switches to the Keep Warm cycle and will maintain fresh, hot coffee until it is unplugged.

⚠ WARNING Burn Hazard. The lid and other parts of the urn will be HOT. Use a pot holder or oven mitt to remove the lid.

8. Disconnect plug from wall outlet and allow the coffee urn to cool before washing.

NOTES:

- The urn will begin to percolate within 8 minutes.
- To make additional coffee, rinse the coffee urn and parts with cold water and repeat steps 1 through 7.
- To reheat coffee, remove the basket and pump tube. Lock the lid in place and plug in the unit for 20 to 60 minutes, depending on the amount of coffee remaining. Do not reheat if less than 20 cups are left in the coffee urn.

Coffee-Making Chart

Water Level	Amount of Ground Coffee
20 cups* (100 oz./3.0 L)	1½-2 cups (225-300 ml)
40 cups (200 oz./5.9 L)	3-3½ cups (450-525 ml)
60 cups (300 oz./8.9 L)	4-4½ cups (600-675 ml)
80 cups (400 oz./11.8 L)	5½-5¾ cups (787.5-862.5 ml)
100 cups (500 oz./14.8 L)	6½-7 cups (975-1050 ml)

*1 cup = 5 ounces (150 ml)

Coffee will vary between brands and ground amount should be adjusted to meet your desired strength.

6

NOTE: We recommend using coffee that has been ground specifically for use in a **percolator-type** coffeemaker. However, coffee marked "For All Coffeemakers" is acceptable. If using a coffee grinder and whole beans, percolator coffee should be a coarse grind. A finely ground coffee may cause the coffee basket to overflow and result in grounds in coffee.

How to Clean

⚠ WARNING Electrical Shock Hazard. Do not immerse urn, cord, or plug in water or other liquid.

1. After each use and before washing, unplug power cord from wall outlet and allow the unit to cool.
2. Carefully remove lid and all internal parts. Parts, coffee grounds, and remaining coffee may still be hot.
3. Wash the inside of the coffee urn and the parts with warm, soapy water. Rinse and dry. Do not dry the inside of the urn with a cloth, since lint may remain inside the urn. Do NOT immerse the body of the coffee urn in water.
4. Wipe the outside of the coffee urn with a damp cloth and dry with a towel. Store the coffee urn with the lid off.
5. To clean the serving spout, fill the coffee urn with some hot water and dishwasher detergent. Drain the hot water from the serving spout into a cup. Repeat this step with clean, hot water to remove any dishwasher detergent remaining in the serving spout.
6. To clean the coffee level tube, unscrew the coffee level tube cap on the aluminum post and lift out the coffee level tube. Wash in warm, soapy water with a long, narrow brush and rinse. Replace the coffee level tube and secure with the tube cap.

7

How to Clean (cont.)

7. To clean the pump tube, remove pump tube from urn. Wash in warm, soapy water with a long, narrow brush and rinse.
8. After repeated use, there may be some coffee stains and accumulation of oils that can cause a bitter taste. Periodically use a coffee-stain remover or special cleanser and follow package directions for cleaning. Rinse well after cleaning. A scouring pad may be used to clean the heat well. DO NOT use abrasive cleaners on any other part of the coffee urn.

How to Remove Mineral Deposits and Buildup

If the urn is used daily, follow these instructions every other week.

1. Fill the urn with 1 quart (946 ml) cold water and 1 quart (946 ml) white vinegar (if a white mineral buildup has formed inside the unit, use an additional 2 cups [473 ml] of vinegar). Assemble with lid, pump tube, and coffee basket.
2. Clean urn after every 15 to 20 cycles to remove mineral deposits and buildup, or more frequently in areas with hard water. Clean heating well with heating well cleaning tool or heavy-duty scouring pad. Fill the urn half-full with hot water. Add a drop of liquid dishwashing detergent and wash the inside of the urn. Use the heat well cleaning tool or scouring pad, clean the inside of the heat well. This part must be properly cleaned to maintain the proper operation of the urn. Do not immerse in water.
3. Fill the urn with equal parts cold water and vinegar.
4. Assemble urn with pump tube, spring, coffee basket and lid.
5. Plug into outlet. Let unit go through the perk cycle. When perking has stopped, let sit another 15 minutes.
6. Unplug and drain the urn. Let cool; then clean by following steps above in "How to Clean".

8

How to Remove Discoloration

1. To lighten discolored metal inside the urn, fill the urn to the 40-, 60-, or 100-cup level (depending on the model).
2. Assemble with pump tube and coffee basket. Place 2 tablespoons (30 ml) plus 1 teaspoon (5 ml) cream of tartar into the basket.
3. Place lid onto coffee urn. Plug in and let go through the percolate cycle. When percolating has stopped, let the solution sit for an additional 15 minutes.
4. Unplug, drain the urn, and let it cool.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
Coffee urn does not brew or heat.	Power plug is not firmly plugged into power outlet.	Insert power plug into power outlet.
Mineral deposits have built up inside the urn.		Clean the urn following the steps in "How to Remove Mineral Deposits and Buildup."
Coffee not strong enough.	Insufficient quantity of ground coffee.	Increase quantity of ground coffee.
Condensation forms inside coffee level tube.	Steam created during the brewing cycle.	Condensation does not indicate a defective unit. The steam/condensation will eventually evaporate.
Heat well has buildup.		Clean heat well with a scouring pad.

9