

Senior Nutrition Program

Meals on Wheels Policy & Procedure Manual

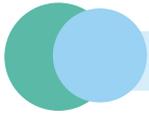
Effective April 2019

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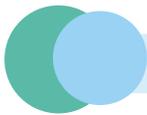
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Program Regulations and Guidelines

This manual contains the policies and procedures for the Santa Clara County Senior Nutrition Program's (SNP) home delivered meal service. The operation standards for SNP are based on the following regulations and guidelines.

1. Older Americans Act (OAA) Title IIIC as amended
2. California Code of Regulations (CCR) Title 22 Division 1.8 as amended
3. California Safety and Health Administration (OSHA) Code of Federal Regulations as amended
4. Current California Retail Food Code (CalCode)
5. Current Dietary Guidelines for Americans (DGAs)
6. Santa Clara County Nutrition Standards
7. Best Food and Nutrition Practices



Nutrition Services Goals and Objectives

The purpose of the Senior Nutrition Program is to provide nutrition services as described in the Older Americans Act (OAA) of 1965, as amended, and to assist older individuals to live independently, by promoting better health through improved nutrition, and reduced isolation through programs coordinated with nutrition-related supportive services.

The Santa Clara County Senior Nutrition Program (SNP) has been providing nutrition services to the residents of Santa Clara County since 1974. Two distinct services are provided: The Congregate Meals Program and the Home Delivered Meals (HDM) Program also known as Meals on Wheels (MOW). Both programs serve seniors 60 years of age and older.

The Santa Clara County Meals on Wheels Program provides meal service to homebound older adults. Jointly administered by the County of Santa Clara and Sourcewise, the Area Agency on Aging, the MOW program aims to promote the nutritional health and well-being of the homebound older adults, prevent early institutionalization of persons aged 60 and over, and provide supportive services to help seniors aging in place.

The objectives of the MOW program are to:

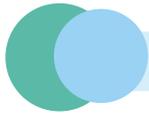
1. Provide quality meals that meet at least one-third (1/3) of the Dietary Reference Intakes (DRIs).
2. Promote and maintain food safety and sanitation standards.
3. Promote healthy behaviors through nutrition education.
4. Promote or maintain coordination with other nutrition-related supportive services.



Requirements for Home Delivered Meal Providers

Home-delivered meal (HDM) providers shall administer the Senior Nutrition Program by utilizing the following guidelines:

1. Operate the negotiated number of service days and meals per day.
 - a) Meals may be hot, cold, or frozen as defined in the contract.
 - b) Therapeutic or modified diets may be provided where feasible and appropriate.
2. Serve all eligible individuals.
3. Provide written instructions on handling and reheating of meals. It is recommended that instruction be provided in the language most spoken among the participants.
4. Comply with the current California Retail Food Code (CRFC or CalCode) and with local health department requirements regarding safe and sanitary preparation and service of meals.
5. Comply with the Division of Occupational Safety and Health (Cal/OSHA), California of Industrial Relations requirements regarding staff and participant safety.
6. With the consent of the older person or his/her representative, notify appropriate officials regarding conditions or circumstances which place the older person, or the household, in imminent danger.



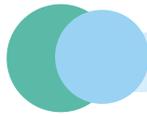
Program Eligibility

The following criteria must be met in order to be eligible for the Meals on Wheels Program.

1. Any individual 60 years of age and older who is frail and homebound* by reason of illness, disability, or isolation.
2. A spouse of eligible person, regardless of age or condition, if an assessment concludes that it is in the best interest of the homebound older individual.
3. An individual with a disability who resides at home with the eligible person if an assessment concludes that it is in the best interest of the homebound older individual.

*Definition of Homebound:

- Bed-bound and non-ambulatory.
- Wheelchair-bound and living alone.
- Ambulatory, alone and unable to leave home without assistance
- Alone and able to leave home with difficulty.



Screening and Assessment

The County and Sourcewise jointly administer the MOW program.

1. Criteria for Eligibility

If required, contractor shall use the following criteria for MOW eligibility.

- a) Person who is 60 years old; AND
- b) Person who is homebound, frail, unable to drive and living alone; OR
- c) Person who is homebound, frail, unable to drive and unable to prepare own meals because of physical and cognitive disabilities and advanced age; OR
- d) Person who is homebound with no one available to prepare meals
- e) Person who is the spouse of a home-delivered meal client, regardless of age or condition, if an assessment concludes that it is in the best interest of the homebound older individual.
- f) Person with a disability who resides at home with an older individual if an assessment concludes that it is in the best interest of the homebound older individual who participates in the program.

2. Assessment Procedures

If required, contractor shall implement the following screening and assessment procedures for MOW eligibility.

- a) Initial Screening and Assessment
 - i. Contractor shall conduct initial screening and assessment by completing the MOW 1367 form (Appendix #1) for each potential participant.
 - ii. Initial intake shall be done via phone within one business day upon receipt of referral.
 - iii. In-home visit shall be done within two weeks of beginning meal service to verify eligibility.
- b) Quarterly Re-assessment
 - i. Quarterly re-assessment is required to ensure continued MOW eligibility.
 - ii. Contractor shall contact MOW participants, quarterly, via phone and/or in-home visit.
 - iii. Provide at least one in-home visit per year.
- c) Additional Services
 - i. MOW participants requiring additional services shall be referred as appropriate.

3. Age Verification

A home-delivered meals applicant who appears or is suspect to be under the age of 60, the following would be acceptable means to verify a client's age.

- a) Age verification of the program applicant should be done prior to enrollment and/or at first home-visit assessment prior to receiving actual HDM services whenever possible.
- b) HDM provider is allowed to ask for I.D. to verify applicant's age.
- c) HDM provider will not be expected to document the birth date or any other information obtained from the I.D. but may verify that the senior is over 60.

4. Disqualification Process

Client responses contrary to the eligible for services questions relating to their health issues, mobile ability, homebound, and living status may be subjected to disqualification from the MOW program.



Nutrition Requirements

1. Compliance with Dietary Guidelines

The Older Americans Act requires that meals comply with the current Dietary Guidelines for Americans (DGA) published by the Secretary of Health and Human Services and the Secretary of Agriculture.

Each participating older individual shall be provided with meals that meet nutritional standards. If the program provides:

- a) **One meal** per day, a minimum of **1/3** of the **Dietary Reference Intake (DRI)** shall be offered.
- b) **Two meals** per day, a minimum of **2/3** of the **Dietary Reference Intake (DRI)** shall be offered.
- c) Three meals per day, one hundred percent (100%) of the Dietary Reference Intake (DRI) shall be offered.

DIETARY GUIDELINES FOR AMERICANS—MAJOR RECOMMENDATIONS

The 2015-2020 guidelines are the most current guidelines that should be followed when planning and serving meals.

- 1. Follow a healthy eating pattern across the lifespan.** Choose a healthy eating pattern at an appropriate calorie level to help achieve and maintain a healthy body weight, support nutrient adequacy, and reduce the risk of chronic disease.
- 2. Focus on variety, nutrient density, and amount.** To meet nutrient needs within calorie limits, choose a variety of nutrient-dense foods across and within all food groups in recommended amounts.
- 3. Limit calories from added sugars and saturated fats and reduce sodium intake.** Consume an eating pattern low in added sugars, saturated fats, and sodium. Cut back on foods and beverages higher in these components to amounts that fit within healthy eating patterns.
- 4. Shift to healthier food and beverage choices.** Choose nutrient-dense foods and beverages across and within all food groups in place of less healthy choices. Consider cultural and personal preferences to make these shifts easier to accomplish and maintain.
- 5. Support healthy eating patterns for all.** Everyone has a role in helping to create and support healthy eating patterns.

Key Recommendations:

Consume a healthy eating pattern that accounts for all foods and beverages within an appropriate calorie level. A healthy eating pattern includes:

- A variety of vegetables from all of the subgroups—dark green, red and orange, legumes (beans and peas), starchy, and other
- Fruits, especially whole fruits
- Grains, at least half of which are whole grains
- Fat-free or low-fat dairy, including milk, yogurt, cheese, and/or fortified soy beverages
- A variety of protein foods, including seafood, lean meats and poultry, eggs, legumes (beans and peas), and nuts, seeds, and soy products
- Oils

A healthy eating pattern limits:

- Saturated fats and *trans* fats, added sugars, and sodium

Key Recommendations that are quantitative are provided for several components of the diet that should be limited. These components are of particular public health concern in the United States, and the specified limits can help individuals achieve healthy eating patterns within calorie limits:

- Consume less than 10 percent of calories per day from added sugars
- Consume less than 10 percent of calories per day from saturated fats
- Consume less than 2,300 milligrams (mg) per day of sodium

Source: <https://health.gov/dietaryguidelines/2015/guidelines/>

2. Menu Requirements

Conformity to the menu requirements shall be assured by computerized nutrient analysis or use of the component pattern and approved by a Santa Clara County Dietitian to ensure compliance with subsection (1) above.

- a) A **computerized nutrient analysis** can be used to plan MOW meals. The following nutrients must be included in the analysis: calories, protein, carbohydrates, total fat, saturated fat, total fiber, vitamins—A, C, E, K, B1 (thiamin), B2 (riboflavin), B3 (niacin), B6 (pyridoxine), folate, B12 (cyanocobalamin); and minerals—calcium, chromium, copper, iron, magnesium, sodium, and zinc. In addition, the SNP requires nutrient analysis for vitamin D and potassium.

Nutrient	Target Value* per Meal	Compliance Range** per Meal
Calories (Kcal)	>533	>533
Protein (gm)	≥15 gm	>15 gm (in the entrée)
Carbohydrates (gm)	43 gm	43 gm
Fat (% of total calories)	20-35%	<35% weekly average
Saturated Fat (%)	<10%	<10%
Fiber (gm)	>7 gm	>7 gm
Vitamin A (µg)	233 µg	233 µg 3 out of 5 days/week OR 4 out of 7 days/week
Vitamin C (mg)	25 mg	25 mg
Vitamin D (µg or IU)	5 µg or 200 IU	5 µg or 200 IU
Vitamin E (mg)	5 mg	5 mg
Vitamin K (µg)	30 µg	30 µg
Vitamin B1 (mg)	0.4 mg	0.4 mg
Vitamin B2 (mg)	0.4 mg	0.4 mg
Vitamin B3 (mg)	5 mg	5 mg
Vitamin B6 (mg)	0.5 mg	0.5 mg
Vitamin B12 (µg)	0.8 µg	0.8 µg
Folate (µg)	133 µg	133 µg
Calcium (mg)	400 mg	400 mg
Chromium (µg)	6.7 µg	6.7 µg

Copper (µg)	300 µg	300 µg
Iron (mg)	2.7 mg	2.7 mg
Magnesium (mg)	107 mg	107 mg
Potassium (mg)	1567 mg	1567 mg
Sodium (mg)	<800 mg	<1,200 mg**
Zinc (mg)	2.7 mg	2.7 mg

***Target Value: This value represents one-third of the Dietary Reference Intake for a 1600 calorie range.**

**** Compliance Range: This range represents acceptable minimum or maximum values as specified by the State to allow for menu flexibility and client satisfaction.**

2. Menu Requirements (Continued)

b) The program's **meal pattern component** can be used to plan MOW and/or Congregate meals. MOW contractor shall follow key nutrients outlined in Meal Planning Requirements including the following:

i. Vitamin A

- A Vitamin A rich food shall be served at least one (1) time per week for a three (3) days a week menu, two (2) times per week for a four (4) days a week menu, three (3) times per week for a five (5) days a week menu and four (4) times per week for a seven (7) days a week menu.
- A Vitamin A rich food is a single serving or a combination of servings in the same meals that contains a minimum of 233 µg (retinol equivalents).
- A list of Vitamin A rich foods is found in **Appendix #2**.

ii. Vitamin C

- A Vitamin C rich food or vegetables will be served daily and will provide 1/3 of the Dietary Reference Intake (DRI) or 25 mg each meal.
- A vitamin C rich food is a single serving or a combination of servings at the same meal.
- A list of Vitamin C rich foods is found in **Appendix #3**.

iii. Sodium

- Over 1000 mg must be noted on the menu as a high sodium meal or by using an icon denoting a high sodium meal.

3. Requirements for Meal Pattern Component

The Dietary Guidelines for Americans, published by the U.S. Department of Agriculture

(USDA) and U.S. Department of Health and Human Services (USDHHS), are to be considered when planning menus. Below are key nutrients when planning menus using the meal pattern component. A summary of the requirements can be found in **Appendix #4**.

a) **Kilocalories**

- i. Menus shall provide an average of at least 533 kilocalories (kcal) per meal.

b) **Protein – Meat, Fish, Poultry, Legumes, Eggs and Cheese**

- i. The meal shall contain a minimum of 3 ounces (per County) of cooked, edible portions of meat, fish, seafood, poultry, legumes, beans, peas, soy products, nuts, seeds, eggs, cheese OR a combination thereof providing at least 15 grams of protein.
- ii. Mixed main entrees such as casseroles, pastas and entrée salads should provide at least 15 grams of protein.
- iii. Use legume dishes (using mature dried beans such as lima, kidney, navy, black, pinto or garbanzo beans, lentils, peas, black eyed peas and soybeans) as often as possible in accordance with participants' acceptance.
- iv. Legume dishes should not be counted as both a vegetable and a protein in the same meal.
- v. Alternate protein sources are healthy options to include in the menu. The SNP recommends at least one vegetarian meal per week. A list of lean and healthy protein sources is found in **Appendix #5**.
- vi. Portion controlled items and other convenience foods (e.g. fish fillet, pork chop, stuffed peppers and cabbage, lasagna, or chile relleno) must contain no more than 480 mg. sodium per serving. (County guideline)
- vii. Extra lean beef and pork (total fat ≤ 5%) and at least 90% lean ground beef is recommended.
- viii. The County recommends the use of lean ground meat in entrees no more than twice a week. If served twice in one week, the ground meat shall be served at least once in "solid" form such a meat loaf or Salisbury steak.
- ix. Imitation cheese cannot be served as meat alternates.

c) **Breads/Grains**

- i. Each meal shall contain one to two servings of grain. One serving must be **whole grain**.
- ii. Bread, cereal, and baked items, must contain less than 215 mg sodium per serving.
- iii. Cereal shall contain less than 6 gm sugar per serving.
- iv. A variety of whole grain products should be consumed. Those highest in fiber are

recommended: barley, brown rice, bulgur, dried ground corn (cornmeal, masa), oats, quinoa, whole rye, whole wheat and wild rice.

v. A list of whole grain foods is found in **Appendix #6**.

d) Vegetables

- i. Each meal shall contain at least 1 to 2 servings of vegetables, drained weight or volume of vegetables. (1/2 cup = 1 serving).
- ii. Raw leafy vegetables must equal 1 cup per serving.
- iii. Use fresh or frozen vegetables 3 – 4 times per week (60 – 80%). Minimize use of canned products. If canned vegetables are used, a serving should contain no more than 290 mg sodium.
- iv. Vegetables as a primary ingredient in soups, stews, casseroles or other combination dishes must total ½ cup per serving (in order to be counted as a vegetable serving).
- v. Potatoes, sweet potatoes, yams and corn are considered as vegetables, not bread/grain.
- vi. Legume dishes should not be counted as both a vegetable and a protein in the same meal.

e) Fruits

- i. Each meal shall contain at least 1 serving of fruit. A serving of fruit is generally:
 - ✓ Medium sized whole fruit (i.e. the size of a tennis ball); OR
 - ✓ 2 – Small sized whole fruits; OR
 - ✓ ½ cup fresh, chopped, cooked, frozen or canned, drained fruit; OR
 - ✓ ½ cup 100% fruit juice.
- ii. Serve fresh or frozen fruit at least 3 times per week.
- iii. Canned fruit should be packed in juice, light syrup or without sugar.
- iv. Fruit may be used as a fruit serving and a dessert in the same meal.

f) Milk and Approved Milk Substitutes

- i. Each meal shall contain eight (8) ounces of fortified (Vitamin A & D) skim (fat free), reduced fat, lactose-free milk, or buttermilk (maximum of 1% milk fat). An equivalent substitute shall be served, such as an eight (8) ounces of calcium fortified soy milk, calcium fortified orange juice, or low-fat yogurt.
- ii. According to *Santa Clara County Nutrition Standards*, flavored milk, such as vanilla or chocolate shall not be served. Calcium fortified plant derived milk such as soy, rice, or almond shall contain ≤130 calories per 8 oz. serving.
- iii. All milk and approved milk substitute products shall be pasteurized.

g) Fat

Fat is not a requirement. However, each meal may contain fat components to increase the palatability or acceptability of the meal. Healthy fats should be used in food preparation or served as an accompaniment to the meal when appropriate.

Fats and oils are part of healthful diet, but the type of fat makes a difference to heart health and the total amount of fat consumed is also important. Limit intake of fats and oils high in saturated fats and choose products low in such fats and oils. Products with trans-fatty acids may not be used or served.

- i. Consume less than 10 percent of calories from saturated fatty acids and less than 300 mg/day of cholesterol.
- ii. Keep total fat intake between 20 to 35 percent of calories, with most fats coming from sources of polyunsaturated and monounsaturated fatty acids, such as fish, nuts, and vegetable oils such as olive and canola oils.
- iii. When selecting and preparing meat, poultry, and milk or milk products, make choices that are lean, low-fat or fat-free.
- iv. Limit intake of fats and oils high in saturated and/or trans-fatty acids, and choose products low in such fats and oils.
- v. Shortening, lard, butter or other hydrogenated fats are not to be used in cooking or offered with the meal.

h) Dessert

- i. Dessert is OPTIONAL but may be served no more than one time per week.
- ii. Use fruit as a dessert as often as possible, limit sweets.
- iii. Consider serving smaller portions of desserts such as cookies, cakes and other baked goods.
- iv. Angel food cake, sorbet and frozen 100% juice bars are specifically considered by the County as acceptable desserts.
- v. Desserts that are low in fat or low in sugar are encouraged.
- vi. When a dessert contains $\frac{1}{2}$ cup of fruit per serving, it may be counted as a serving of fruit.

i) Condiments

- i. Traditional meal condiments can be served as appropriate, e.g. tartar sauce with fish, mustard and mayonnaise with a meat sandwich, salad dressing with tossed salad, margarine with bread and rolls.
- ii. Salt substitutes shall not be provided.

- iii. Sugar substitutes, pepper, herbal seasonings, lemon, vinegar, non-dairy coffee creamer, salt and sugar may be provided but should not be counted as fulfilling any part of the nutritive requirements.

j) Sodium

The commitment to reduce sodium in the meals stems from the fact that nutrition related chronic diseases remain the primary cause of death among people aged 65 and older. California has a diverse population, and the Elderly Nutrition Programs (ENPs) in the State provide culturally appropriate meals for many ethnicities.

- i. The recommended sodium for each MOW entree is less than 700 mg.
- ii. The maximum amount of sodium allowed for an individual meal is 1200 mg.
- iii. Meals that have more than 1000 mg sodium on the menu must state: *"This meal contains more than 1000 mg of sodium"* or be identified with an icon noting that it is a high sodium meal.

k) For all cuisines:

- i. Use only low sodium versions of high sodium foods and seasonings (such as salad dressings, gravies, soup bases, soy sauce) when available and feasible within budget allowances.
- ii. Use of low sodium items wherever possible assuming cost neutrality.
- iii. Omit salt in a recipe or be limited to $\frac{1}{4}$ or less than the amount required.
- iv. Use herbs, spices and seasonings without added salt.
- v. Rinse food items packaged with sodium as a preservative (e.g. beans or tuna)
- vi. Iodized salt should be used in cooking or when made available to clients
- vii. Use low sodium soy sauce or diluting soy sauce with water to produce low sodium soy sauce.
- viii. Refrain from using food items such as raw chicken with sodium preservatives.
- ix. *Base Reference for Sodium Content of Commonly Served Foods in the SNP* can be found in **Appendix #7**.

l) Modified Therapeutic Meals

Nutrition service providers may furnish modified meals where it is feasible, appropriate, and cost effective to meet the particular dietary needs that arise from religious or ethnic background or for the health needs of the participants. Meals for participants who require therapeutic diets may be offered only when the modified meal can be obtained from a facility where a registered dietitian-nutritionist approves the meals.

m) Modified Textured Meals

Modifying food texture and consistency may help older adults with chewing and swallowing problems. Chopping, grinding, pureeing or blending foods are common ways to modify food textures. Texture modified food has the same nutritive value of solid foods and it can be just as tasty and appealing. Serving size should account for any dilution to the food items during preparation. The provision of such foods should be planned and approved by the county registered dietitian nutritionist.

n) Food Allergens

California Retail Food Code (CalCode) section 113947 requires the “person in charge” and all food employees to have adequate knowledge of food safety as it relates to their assigned duties. The person in charge shall comply with both of the following:

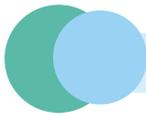
- i. Have adequate knowledge of major food allergens, food identified as major food allergens, and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction.
- ii. Educate the employees regarding the information by using a poster or job aid to which the employee can refer.

o) Supplements

Vitamin and/or mineral supplements shall not be provided. Medical foods and food for special dietary uses shall not be provided with federal or state nutrition funds.

p) Ethnic Meals

- i. Provide authentic ethnic cuisine, if applicable.
- ii. Introduce new foods to coincide with ethnic and religious holidays.
- iii. Offer variety of meals and/or foods from different ethnic groups.



Menu Planning and Approval

Menu cycle start and end dates are based on calendar dates and will change slightly each fiscal year. Draft menus and/or corresponding nutritional analysis are due to the County two (2) months prior to the start of each cycle. Menus are finalized by the County for distribution two (2) weeks prior to the start of each cycle. All menus shall be approved by County registered dietitian. Food substitutions to meals originally planned must meet menu requirements and be approved by SNP registered dietitian.

Menus shall be planned for a minimum of five (5) to seven (7) weeks for three (3) cycles per year.

Cycle 1: July through October (4 Months)

Cycle 2: November through February (4 Months)

Cycle 3: March through June (4 Months)



Taste Test of MOW Meals

SNP will conduct Taste Test of MOW meals once annually or more often if needed. The goal of the Taste Test is to evaluate the quality and acceptability of MOW meals.

1. Upon request, MOW provider will provide sample meals for Taste Test.
2. Taste Test may be conducted at the MOW provider location, SNP office, or any selected location.
3. Upon completion, results of Taste Test will be shared with MOW provider.
4. MOW provider shall change the menu item and/or recipe to meet the meal quality and acceptability requirement.



Food Procurement Requirements

The following standards are recommended for purchasing and receiving of food.

1. Food Quality and Sources

- a) All foods shall be of good quality and shall be obtained from sources which conform to federal, state, and local regulatory standards for quality, sanitation, and safety.
- b) Food stored or prepared in a private home shall not be used.
- c) Contractor with non-profit status may use donated food from sources such as Second Harvest Food Bank.

2. Canned Foods

- a) Food in hermetically sealed containers shall be processed in a licensed establishment. No home-canned food shall be used.
- b) Food from damaged containers or cans that show signs of rust, deep dents, or swells shall not be used.
- c) Canned items without labels shall not be used.

3. Receipt of Food

- a) Food shall be inspected as soon as practicable upon receipt and prior to any use and storage.
- b) Food shall be accepted only if inspection conducted upon receipt determines that the food satisfies all of the following:
 - i. Is prepared by and received from approved sources as indicated in 1(a) above.
 - ii. Is received in a wholesome condition.
 - iii. Is received in packages that are in good condition and that protect the integrity of the contents so that the food is not exposed to adulteration or contaminants.
 - iv. Is in containers and on pallets that are not infested with vermin or otherwise contaminated.
- c) Potentially hazardous food shall be inspected for signs of spoilage and randomly checked for adherence to the temperature requirements specified in CalCode, Section 113996.
 - i. Potentially hazardous hot food items received shall be at a temperature of 135°F or above.
 - ii. Potentially hazardous cold food items received shall be at or below 41°F.

- iii. Upon receipt, the following foods shall be held at or below 45°F:
- Raw shell eggs.
 - Pasteurized milk and milk products in original, sealed containers.
- iv. Food that is labeled frozen and shipped frozen shall be received frozen and accepted only if there are no visible signs of thawing or refreezing.
- v. Upon receipt, potentially hazardous food shall be free of evidence of previous temperature abuse.



Food Storage Requirements

Proper food storage helps maintain food quality by retaining flavor, color, texture and nutrients, while reducing the chance of contracting a food-borne illness. According to CalCode 114047, adequate and suitable space shall be provided for the storage of food. Use the following guidelines for storage dry, refrigerated, and frozen items.

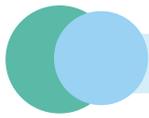
Dry Storage

1. Store food and non-food items in a clean, dry location, where it is not exposed to splash, dust, vermin, or other forms of contamination or adulteration.
2. Keep food in packages and approved containers. Working containers holding food or food ingredients that are removed from their original packages for use in the food facility, such as cooking oils, flour, beans, potato flakes, spices, and sugar shall be labeled with the common name of the food.
3. Store food six inches above the floor and at least twelve inches of clearance from the ceilings.
4. Food shall not be stored in locker rooms, restrooms, or janitorial closets.

Refrigerated and Frozen Storage

1. Perishable foods such as meat, poultry, fish, dairy products, eggs, fruit, vegetables and frozen products should be refrigerated immediately after delivery to preserve their nutritive value and prevent spoilage and should be kept under refrigeration until ready to use.
2. Refer to “**Refrigerated Storage of Foods**” (**Appendix #8**) for appropriate storage temperatures of specific foods.
3. Refrigerators should be kept at a maximum temperature of 41°F and freezers at a maximum of 0°F. An accurate and readily visible thermometer shall be installed in all refrigerators and freezers.
4. Refrigerators and freezers should be routinely cleaned and free of ice build-up.
5. Food should be covered tightly and stored loosely to permit circulation of air.
6. Opened condiment jars, packages of meats, vegetables, leftovers, etc. must be dated and labeled.
7. Thaw meats, fish, shellfish, poultry and other similar frozen products in a shallow pan placed on the bottom shelf of the refrigerator to prevent accidental contamination of other foods.

8. Fresh fruits, vegetables, prepared perishables such as salads and desserts must not be stored on the same shelf as meats, fish, poultry or eggs.
9. Hot foods such as stews and soups which are to be refrigerated must be stored in shallow pans no more than 4 inches deep to permit rapid cooling.
10. Leftovers are to be refrigerated immediately and used within two days. They should be placed in a shallow pan, no more than 4" deep, covered, labeled and dated. Leftovers that are frozen are to be used within 30 days.
11. All foods in the freezer should be securely wrapped and packaged to prevent freezer burn. They must also be dated and labeled.
12. Rotate refrigerated and frozen foods using the "first in, first out" system.



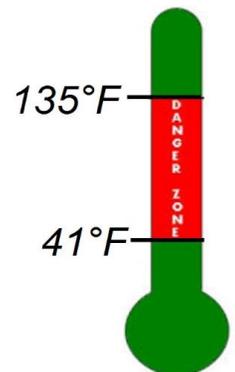
Food Production Requirements

It is important that food prepared for older adults be safe for consumption. The following food safety standards shall be followed by meal providers.

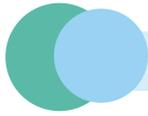
1. HACCP (Hazard Analysis Critical Control Point) guidelines shall be followed to ensure safety of food served.
2. Use proper cooking Temperatures. See list below and California Retail Food Code (CalCode, Section 114004) for further cooking temperature requirements.

Food Item	Cooking Temperature
Seafood	145°F
Eggs and food containing eggs	145°F
Pork	145°F
Ground beef or any food containing ground beef	155°F
Poultry and any food stuffed with fish/meat/poultry	165°F

3. To maintain quality of prepared foods, holding times shall be kept to a minimum. Long periods of holding hot foods at required temperatures diminish the nutrient content and the palatability of foods.
 - a) Foods can be kept safe by minimizing the time they spend in the temperature danger zone (41°F–135°F). When food is in the temperature danger zone, pathogens grow and multiply at a fast rate and can make food unsafe to eat.
 - b) Temperatures of food during the holding time shall be maintained at 135°F or above for hot foods and 41°F and below for cold foods. (CalCode, Section 113996)
 - c) Pasteurized milk and pasteurized milk products in original, sealed containers shall be held at or below 45°F. (CalCode, Section 113996(c3)).
 - d) Holding time between the end of food production and delivery of congregate meals or delivery of the last hot home-delivered meal shall not exceed two (2) hours.
 - e) Home-delivered meals may exceed the two-hour holding time when:
 - i. Food is maintained in a frozen state (for frozen meals).



- ii. Food is below 41°F (for cold items) until delivery.
 - iii. Time as a Public Health Control (TPHC) is implemented for ready-to-eat PHFs.
- 4. Follow CalCode standards (section 114018 and 114002) for thawing and cooling foods.
 - a) Thaw frozen items in refrigerator, running water, or microwave.
 - b) Cool potentially hazardous food (PHF) from 135°F to 70°F within two (2) hours and from 70°F to 41°F within four (4) hours.
- 5. MOW Meals (hot and frozen)
 - a) Meals shall be packed in individual trays and tightly sealed.
 - b) MOW containers must be appropriately insulated to maintain proper food temperatures.
 - c) MOW containers shall be suitable for oven and/or microwave heating.
 - d) Hot MOW meals assembled for same-day and/or next day delivery shall:
 - i. Be packaged within two (2) hours from the completion of preparation.
 - ii. Have temperatures taken and recorded at the end of food production and at the time of packaging. Temperatures shall be recorded and kept on file by the contractor for audit.
 - iii. Be immediately refrigerated or frozen after packaging, if appropriate.
 - e) Frozen MOW meals shall:
 - i. Be packaged and frozen within two (2) hours of the end of food production.
 - ii. Have temperatures taken and recorded at the end of food production, at the time of packaging and throughout the freezing process. Temperatures shall be recorded and kept on file by the contractor for audit.
 - iii. Be frozen in a manner which allows air circulation around each individual tray.
 - iv. Be frozen throughout storage, transport, and delivery to the home-delivered meal participant.
 - v. Be labeled with menu item and expiration and/or best by date. Additional information shall be labeled—nutrition values for calories, protein, fat, carbohydrate, and sodium.
 - vi. Have heating instructions for microwave cooking.
 - vii. Be discarded after expiration date or best by date.



Service Delivery

Food safety and sanitation standard practices shall be enforced by contractor when delivering meals.

1. Food Transport

- a) Food shall be packaged and transported in a manner which protects it from potential contamination, including dust, insects, rodents, unclean equipment and utensils, and unnecessary handling.
- b) Transport equipment or products (i.e. insulated carrier, thermal bags, heating pads/bricks, or ice packs) shall be capable of supporting or maintaining appropriate food temperatures. Equipment utilized for the delivery of food shall ensure that the following criteria are met:
 - i. Frozen meals shall be delivered in a frozen state.
 - ii. Hot foods shall be delivered at 135°F or greater.
 - iii. Cold foods shall be delivered at 41°F or lesser.
 - iv. Pasteurized milk shall not be held above 45°F.
- c) During transport, potentially hazardous food (PHF) may be held without temperature control for a short period of time using Time as a Public Health Control (TPHC) per CalCode 11400.
 - i. When using TPHC, the food must be cooked and delivered to the client's home within four (4) hours from the point in time when food is removed from temperature control, above 41°F and/or 135°F.
 - ii. If temperature of ready-to-eat PHF is within the danger zone, 41°F-135°F, beyond the required 4 hours as indicated above, food shall be discarded and not served for consumption.
 - iii. Ready-to-eat PHF using TPHC must have a Standard Operating Procedure (SOP) developed and approved by DEH and SNP.

2. Food temperature documentation

- a) Temperatures of frozen, refrigerated, and hot food items shall be taken and documented daily before meal deliveries.
- b) Food temperatures shall be taken by the driver at the end of the delivery route.
- c) Records are kept on-site for review.

3. Delivery scheduling and routing

- a) The routing and delivery schedules for MOW meals shall be determined by contractor.
- b) Meals shall be delivered Monday through Friday between the hours of 8:00AM and 5:00PM.
- c) When a holiday falls on a regular delivery day, the meal delivery shall be adjusted per agreement with the county. Notification of delivery change will be provided to the participant ahead of time.
- d) All meals shall be delivered within a one hour window (1/2 hour before or 1/2 hour after) of the scheduled delivery time.
- e) When enrolling seniors into the MOW Program, delivery schedules on dates and times shall be provided to participants. Any changes to the delivery schedule shall be communicated in advance to MOW participants.

4. Meal cancellations and temporary holds

- a) Information pertaining to meal cancellations or temporary holds for MOW participants shall be documented.
- b) MOW drivers shall be notified of any cancellations or temporary holds as soon as possible so that adjustments can be made to the delivery route.
- c) Follow-up with the temporary holds' participant must be conducted to determine when meal delivery is to resume.
- d) When required, a report for meal cancellation and temporary holds shall be sent to SNP. (Appendix #9)

5. Meal add-ons

- a) New MOW participants will be added to the delivery schedule as determined by contractor, Sourcewise, and/or County.
- b) Contractor shall accept requests for Emergency Adds in limited situations and will make arrangements for a special delivery. Emergency Adds shall be limited to dire emergencies—e.g. when the senior does not have food—and will be determined on an individual basis.
- c) When required, a report for meal add-ons shall be sent to SNP. (Appendix #9)

6. Client not at home or non-deliveries

- a) If no one answers the door at the time of delivery, the MOW driver will attempt to contact the participant by the County approved process.
- b) If unable to reach the senior, the meal will not be delivered and will be considered a non-delivery.

- c) The driver will leave a tag on the door indicating the date and time of the attempted delivery and a request to contact contractor and/or Sourcewise, except in cases where the door is not accessible.
- d) The non-delivery will be noted on the routing slip for follow up with the senior to determine the reason for non-delivery.
- e) Meals may not be delivered if no one is home to accept the meals. Leaving a meal or meals unattended, in a cooler or bags, outside the front or back door is not acceptable.
- f) Upon request and approval, MOW meals may be left with a neighbor.
- g) When required, a report for non-deliveries shall be sent to SNP. (Appendix #9)

7. Assistance to MOW participants

- a) Bedridden or disabled seniors should have a caregiver to receive meals at the door.
- b) Upon request, the MOW driver can assist in putting the food away in the refrigerator and/or freezer. This request will be added to the routing slip as a special instruction to the driver.

8. Signature upon delivery of meals

- a) The MOW driver will obtain the signature of the MOW participant (or representative) on the daily routing slip upon successful delivery of the meal.
- b) The routing slip is faxed or emailed to Sourcewise and/or county at the end of each day.
- c) Drivers shall not sign for the MOW participant unless requested by the participant.

9. Meals on Wheels' driver or meal delivery person

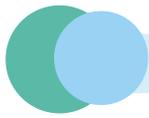
- a) Contractor must ensure that all individuals who deliver meals have passed a background check and TB (tuberculosis) test.
- b) The MOW driver or delivery person shall wear proper uniform and a name badge.
- c) The MOW driver or delivery person shall provide cursory health and safety checks on MOW participants. Any physical or mental changes observed by the driver shall be documented and reported to County and/or Sourcewise.
- d) If a MOW participant is in need of emergency assistance, the driver or delivery person will follow contractor's protocol. If 9-1-1 is called, Sourcewise and County will be notified in all instances.
- e) MOW drivers or delivery individuals shall not accept gifts or gratuities offered by MOW participants.
- f) When required, MOW drivers shall deliver items such as gifts, emergency meals, contribution envelopes, newsletters, menus, surveys, etc.

10. Leftover meals

- a) Extra hot or frozen meals may be distributed to needy clients on the driver route or used for taking temperatures. These meals must meet temperature and/or TPHC guidelines.
- b) Frozen leftover meals maintained in the temperature-controlled van may be returned to the MOW kitchen.
- c) Leftover hot meals shall be discarded.
- d) Contractor shall have a system in place for documenting extra route meals and their disposition.

11. Program Promotion

- a) The Santa Clara County logos are to be used whenever possible on delivery trucks, delivery supplies, meal packaging, labels, etc. Logos are available from the Santa Clara County Senior Nutrition Program Office upon request.

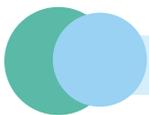


Meals Waiting List Guidelines

It is the goal of the program to serve all MOW participants. However, if a need arises to establish a waitlist, the following guideline may be established under the guidance of SNP. Contractor shall:

1. Inform eligible clients that they may be put on a waiting list at the initial enrollment.
2. Conduct a complete assessment via phone within one week of referrals.
3. Provide local food resource information to the client.
4. Inform Santa Clara County SNP regarding a need to establish a waitlist.

In partnership with Santa Clara County and/or Sourcewise, contractor shall develop and implement a priority ranking list. The waiting list shall be based on greatest need and/or in accordance with policy established by SNP and/or Sourcewise.



Emergency and Disaster Plan

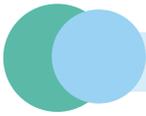
MOW contractor should have a written Emergency and Disaster Plan which can be activated during a disaster, such as flood or earthquake. Where feasible and appropriate, contractor shall ensure meals are delivered to MOW participants.

Additionally, contractor shall collaborate with County to provide emergency shelf-stable meals to MOW participants. Each meal shall meet one-third DRI per program requirement. MOW clients shall be instructed to keep emergency shelf-stable meals in their home. These meals will be replaced annually.

Information on emergency preparedness can be obtained from the following websites.

<http://www.redcross.org/get-help/prepare-for-emergencies/types-of-emergencies>

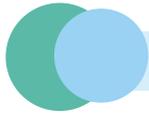
<http://www.fema.gov>



Participant Contributions

MOW participants are requested to make a voluntary financial contribution to offset the cost of the meals. The suggested contribution for home delivered meals will be determined by the county.

1. MOW participants shall be provided with written information regarding suggested contributions and procedures for making said contributions.
2. Checks shall be mailed directly to the following county address:
333 W. Julian Street, 4th Floor, San Jose, CA 95110
3. Use of envelopes will ensure the security and confidentiality of contributions made by participants.
4. The self-addressed blue envelopes will be given to MOW participants for their contributions or donations.
5. At no time should participants be asked for contributions by their driver.
6. No person can be denied participation because of failure or inability to contribute.
7. Where feasible, such as hot home-delivered program, a guest under 60 receiving hot home-delivered meal must pay the fee equal to the actual cost of the meal served. Guest fees are not confidential and are collected and recorded by contractor.



Termination from MOW Program

Staff and volunteers serving older adults in the community have the right to work in a safe environment and must be treated with courtesy and respect. MOW participants can be terminated from the home-delivered meals program for any of the following reasons.

1. Threatening behavior and/or offensive language;
2. Inappropriate physical contact;
3. Making unreasonable demands for service;
4. Misrepresenting the need for service such as having someone live with them that is able to purchase their groceries;
5. Two unsuccessful delivery attempts (no-one is at home to receive the meal);

If a decision is made to terminate from receiving MOW meals, a termination letter with the grievance form will be provided to the participant.



Grievance Policy

Contractor shall establish a Grievance Policy that complies with the terms of the contract with the County. The Grievance Policy shall assure that any participant's complaints regarding service delivery are promptly addressed and fairly resolved and has specific requirements defined by Sourcewise, Santa Clara County's Area Agency on Aging, to comply with applicable state and federal requirements.

1. At a minimum, the process shall include all of the following:
 - a) Time frames within which a complaint will be acted upon.
 - b) Written notification to the complainant of the results of the review, including a statement that the complainant may appeal to Sourcewise if dissatisfied with the results of the review.
 - c) Confidentiality provisions to protect the complainant's rights to privacy. Only information relevant to the complaint may be released to the responding party without the older individual's consent.
2. Complaints may involve, but not be limited to, any or all of the following:
 - a) Amount or duration of a service.
 - b) Denial or discontinuance of a service.
 - c) Dissatisfaction with the service being provided or with the service provider.
 - d) Failure of the service provider to comply with any of the requirements set forth by program regulations or in the contract with SNP.
3. Nothing in the Grievance Policy shall be construed as prohibiting older individuals from seeking other available remedies, such as presenting their complaints to SNP or at an open meeting of the agency's governing board.
4. The complainant has a right to remain anonymous but will need to provide an address for written correspondences. An email address is acceptable.



Mandated Reporter Status for Elder Abuse

The provider must comply with California Elder and Dependent Adult Abuse Reporting Law (15630 W&I) to report suspected dependent adult/elder abuse to the local County Adult Protective Services or Ombudsman. Refer to Title 22, 7636.1 (b) 9 and California Elder and Dependent Adult Abuse Reporting Law (15630 W&I).

All staff, including paid and volunteer, must report the abuse if staff has knowledge of an incident that reasonably appears to be one of the types of abuse listed, or reasonably suspect abuse. The types of abuse include all of the following: Physical abuse, abandonment, isolation, financial abuse and neglect, including self-neglect.

The abuse must be reported immediately or as practically possible by phone, or with a written report following within two working days. Failure to report abuse of an elder or dependent adult, in violation of the mandated reporting law, is a misdemeanor, punishable by law by both that fine and imprisonment.

Definitions of Abuse or Neglect: Abuse of older adults or people with disabilities can be physical, verbal, financial or psychological.

1. Abuse can take many forms, including:
 - a. Hitting or slapping
 - b. Withholding food/medication/medical care
 - c. Use of chemical and/or physical restraints
 - d. Yelling, insults or threats of violence
 - e. Misuse of funds
 - f. Theft
 - g. Fraud

2. Warning Signs of Abuse or Neglect Include:
 - a. Injuries incompatible with the explanation given
 - b. Dramatic weight loss, dehydration or poor hygiene
 - c. Untreated medical or mental health conditions
 - d. Unpaid bills despite adequate assets
 - e. Sudden appearance of new acquaintances

- f. Sudden absence of care giver
 - g. Enforced social isolation
3. Abuse can occur for a variety of reasons, but common contributing factors are:
- a. Stress created by the care needs of the senior or person with a disability
 - b. Inadequate financial resources
 - c. Isolation and lack of emotional support for people at risk and their caregivers
 - d. Existing family problems and dynamics
4. Self-Neglect by Older Adults
- a. Self-neglect occurs when, by choice or lack of awareness, older adults and people with disabilities live in ways that disregard their health or safety needs, sometimes to the extent that this disregard becomes hazardous to themselves or others.
 - b. Older adults and people with disabilities who neglect themselves are not willing or able to perform essential self-care tasks such as providing food, clothing or adequate shelter; obtaining adequate medical care; obtaining goods and services necessary to maintain physical and mental health, well-being, personal hygiene and general safety and managing financial affairs.
5. Reporting Procedures
- a. Staff is required to immediately report suspected activities identified above to their supervisor.
 - b. Supervisors receiving reports must contact the Adult Protective Services and document the report.
 - c. Contact information for Santa Clara County Adult Protective Services:
408-975-4900 or 1-800-414-2002



Participant Satisfaction Survey

A Participant Satisfaction Survey will be distributed at least once per year in order to obtain the participants' opinions. The survey will be developed by the County and distributed by the County and/or contractor.

The survey data will be used to monitor client satisfaction with meals and delivery service and to assess program outcomes. Survey data will also be used to prepare future menus. MOW satisfaction surveys are typically distributed in the second half of the contract year.



Training, Education, and Evaluations

1. Training Requirement

- a) Two mandatory trainings are planned each year by the County for all SNP Contractors. The contractor's designated staff should attend.
- b) The County Dietitian(s) will provide two (2) in-service trainings per year to the MOW drivers. At least one of the training sessions shall be on a Food Safety topic. All food service personnel shall attend.
- c) All training provided by the County and/or contractor is to be logged and kept on file for a minimum of three (3) years. The log shall include training topic, date of the training, attendees, and the trainer.
- d) A Food Safety Certificate is required for one (1) Management Staff and/or Cook.

2. Nutrition Education Requirement

- a) Written nutrition education material is to be distributed to MOW participants four (4) times per year. The educational material will be developed by the County Dietitian(s). Contractor shall assist with distribution of nutrition education materials. Delivery schedule will be determined in coordination with contractor.
- b) Additional handouts developed by County staff will be distributed as needed. Delivery schedule will be determined in coordination with contractor.

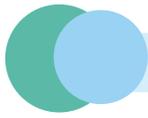
3. Assessments and/or Evaluations
 - a) County and Sourcewise staff have the right to inspect the food production kitchen at any time and without notice.
 - b) Scheduled annual evaluations, reviews, and monthly conferences will be conducted by the assigned County Dietitian.
 - c) Additionally, all provider kitchens receiving funding from Sourcewise will receive an annual on-site kitchen inspection by the Sourcewise Dietitian.



Submission of Required Documents

Permits, reports, and other required items shall be submitted to the County SNP. Items containing participant information must be done in a County-approved secure manner, which may include faxing, mailing, or emailing with encryption.

1. If required, submit the following to SNP Registration (SNPregistration@ssa.sccgov.org):
 - a) Participant Intake Form (1367)
 - b) Nutrition Risk Assessments
2. Submit California Department of Aging (CDA) Data Privacy Completion Certificate of employees, volunteers, or subcontractors who handle confidential participant information, including 1367 forms.
3. Permits and/or Inspection Reports from Environmental Health and Fire Departments shall be submitted to SNP upon renewal or receipt.
4. Reports of meals served shall be maintained weekly and sent to SNP monthly.
 - a) MOW Weekly Report (Appendix #10)
 - b) MOW Monthly Report (Appendix #11)
5. If required, contractor shall establish contracts and/or purchase order agreements with the individual congregate nutrition sites. Payment for congregate meals will be made by the agencies contracted to operate the senior nutrition sites.
6. Contractor shall submit current Certificate of Insurance to SNP and EBIX (countyofsc@ebix.com or fax: (770) 325-3339), the County's contracted insurance database.



MOW Frequently Asked Questions (FAQs)

Am I eligible to get Meals on Wheels?

To be eligible to receive the Meals on Wheels (MOW) home-delivered-meals you must:

(1) Be 60 years of age and older, (2) Be homebound, meaning that due to illness or disability you are unable to leave your residence to easily shop for food and/or cook and you do not have someone do so for you on a consistent basis, (3) Live alone or with someone else that is also homebound, and (4) Be a Resident of Santa Clara County. A MOW Nutrition Coordinator will conduct a confidential eligibility assessment to determine your eligibility.

I am disabled; can I get Meals on Wheels?

You must meet the eligibility requirements previously listed. A disability alone does not automatically qualify you for this program.

Where do I get an application?

The eligibility intake process is started over the phone in a very simple format. Just call 408-350-3246 (direct line) or 408-350-3200 Option 4 and leave your name, phone number and brief message indicating "I am applying for Meals on Wheels." You can also submit a request on-line by clicking this link: [MOW FORM](#). Someone will call you back within one business day.

How much does it cost?

We encourage all participants to contribute \$1.80 per day or \$54.00 per month. This amount only covers a portion of the total cost of the weekly food delivery. While no one will be denied a meal for not contributing, we ask everyone to contribute what they can afford as the contributions allow us to service more seniors.

How many days a week can I get meals?

You will receive one delivery per week consisting of 14 meals (2 meals per day) and grocery items for week.

What kind of food do you serve?

Weekly deliveries include seven entrees, seven breakfasts and grocery items. The entrees can be used as lunch or dinner and consist of a fresh sandwich or wrap, a fresh salad (both made the morning of the delivery) and five frozen meals. The frozen entrees consist of one protein and two vegetables. These meals can be micro-waved and enjoyed at the participant's convenience. The seven breakfasts include hot and cold cereals and other breakfast entrees. Additional grocery items such as milk, juice, fresh fruit, yogurt, cheese, bread, crackers and peanut butter and are also provided.

What if I am on a restricted diet or have food allergies?

The meals are not specially designed for disease management. However, a registered dietitian develops menus that meet a wide variety of nutritional needs. Our meal plan is well balanced and low in fat, sodium and sugar content. The menu fulfills approximately two-thirds of the daily nutritional requirements for a senior.

Note: We can provide a list of the nutritionals for you and your health professional to review prior to your enrollment to determine whether or not the program is right for you.

Can I order what I like, or substitute for meals I don't like?

No. A fixed menu is designed for each week and changes to accommodate dietary preferences or restrictions cannot be made.

What time of day will my food be delivered?

It depends on your resident address. The assignment of the delivery day and time is based on your address and will remain the same every week. You must be available ½ hour before and ½ hour after your assigned delivery time to account for traffic fluctuations. For example: If your assigned delivery time is every Tuesday at 10:00 a.m., it is your responsibility to be at home and available to receive and sign for the delivery every Tuesday from 9:30 a.m. to 10:30 a.m.

Can you leave the meals at my doorstep or in a cooler if I am not home?

No. We cannot risk our clients' health by leaving food un-refrigerated for an unknown period of time. On occasion, deliveries can be left with a neighbor if you let us know in advance. We will work with you on the best plan for handling these rare exceptions.

Can I call you to cancel a delivery for the week?

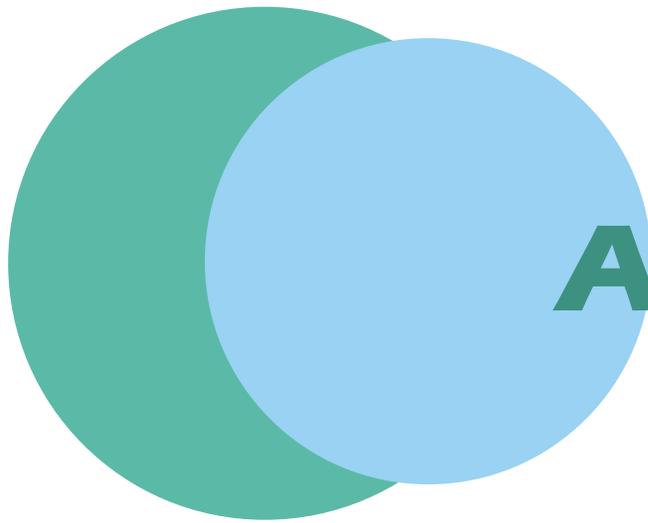
If you are unable to be at home when your delivery is scheduled, you may call and cancel the delivery for that week. You can also make arrangements to deliver your meals to a next door neighbor or have someone receive and sign for your meals at your address. If you are not going to be available (hospital/vacation/etc.) for an extended time you may call 408-350-3246 and place a temporary hold on the meal deliveries.

Do I pay the driver?

No. Each month with your meal delivery, you will receive a pre-addressed and stamped blue envelope addressed to "Meals on Wheels – Santa Clara County Social Services Agency". You can send/mail a check or money order to Meals on Wheels (MOW) as a contribution. Please do not mail cash or give money or envelope to the driver to mail.

How is the program funded? Isn't Meals on Wheels a government program?

The Meals on Wheels is not an entitlement program, nor is it means-tested. State and Federal funding through Sourcewise under the Older Americans Act combined with funding from Santa Clara County only covers part of the total cost. Community donations and participant contributions are an important part of maintaining the program.



Appendix

Appendix #1: MOW 1367 Registration Form

Transaction Type: Date: _____		MEALS ON WHEELS PROGRAM		Intake Date: _____	
Home-Visit () - 3 Month ()		PARTICIPANT RECORD		Staff Initial: _____	
Changes () - SOGI Quiz ()				Entered "Q": _____	
Terminate () - "Q" () Entered?					
PART A – IDENTIFICATION – Confirm Name & Contact – Doctor – Phone Nos. + ADLs & IADL at 3 Month Call					
		Y or N		Y or N	
		Y or N		Y or N	
Last Name		First Name		MI	
		Married?		SSI/SSP?	
				Below Poverty Level?	
*What is your gender? Male () Female ()		*What was your sex at Birth? (Check One Only)		*How do you describe your sexual orientation or sexual identity (check One)	
() Transgender		() Male		() Straight/Heterosexual	
() Female To Male		() Female		() Bi-Sexual	
() Male To Female		() Declined/not stated		() Gay/Lesbian/Some Gender Loving	
() Gender Queer/Gender Non-binary				() Questioning/Unsure () Declined / Not Stated	
() Not Listed, Specify _____				() Not Listed Specify _____	
*SOGI Quiz Asked & Answered & Recorded in "Q" (one-time)					
Social Security Number		Date of Birth		Telephone No.	
				Diabetic?	
				Live Alone?	
Address		City		CA	
		State		ZIP	
		Rural? Zip 95023-		Date Notified Eligible & HDM Delivery Schedule?	
Ethnic Code:		() African American		() Asian Indian	
() American Indian/Alaskan () Native		() Cambodian		() Laotian	
() Hispanic		() Chinese		() Vietnamese	
() Caucasian		() Japanese		() Filipino	
		() Guamanian		() Samoan	
		() Korean		Multiple Race _____	
				Other Pacific Isl. _____	
				Other: _____	
PART B – NUTRITIONAL RISK EVALUATION					
CIRCLE OR CHECK NUMBER OF RISK FACTORS THAT APPLY					
2	I have an illness or condition that made me change the kind and/or amount of food I eat.				Comments: _____
3	I eat fewer than 2 meals a day				_____
2	I eat few fruits or vegetables or milk products				_____
2	I have 3 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.				_____
4	I don't always have enough money to buy the food I need.				_____
1	I eat alone most of the time.				_____
1	I take 3 or more different prescribed or over-the-counter drugs per day.				_____
2	Without wanting to, I have lost or gained 10 pounds in the last 6 months.				_____
2	I am not always physically able to shop, cook and/or feed myself.				_____
ENTER TOTAL POINTS OF CIRCLED/CHECKED-OFF ITEMS		IS CLIENT AT HIGH NUTRITION RISK?			
(If equal to or greater than 6, the client is at high nutritional risk)		Less than 6 points = No			
		6 or more points = Yes			
PART C - ASSESSMENT			Contact Information		
REGISTERED PROGRAMS	DATE	INITIAL	DOCTOR: _____		
01 Personal Care	_____	_____	TELEPHONE: _____		
02 Homemaking	_____	_____	EMERGENCY CONTACT / RELATIONSHIP: _____		
03 Chore	_____	_____	TELEPHONE: _____		
04 Home-Delivered-Meals	_____	_____	ADDRESS: _____		
05 Adult Day Care/Health	_____	_____			
06 Case Management	_____	_____			
07 Congregate Meals	_____	_____			
08 Nutritional Counseling	_____	_____			
09 Assisted Transportation	_____	_____			

PART D – KITCHEN APPLIANCES AND FACILITIES				
AVAILABLE AND IN GOOD REPAIR				
	YES	NO	YES	NO
Refrigerator	<input type="checkbox"/>	<input type="checkbox"/>	Freezer	<input type="checkbox"/>
Microwave Oven	<input type="checkbox"/>	<input type="checkbox"/>	Stove	<input type="checkbox"/>
Toaster Oven	<input type="checkbox"/>	<input type="checkbox"/>	Storage	<input type="checkbox"/>

PART E – SOCIAL NETWORK				
	Yes	No	Comments:	
1. Does the client live alone?	<input type="checkbox"/>	<input type="checkbox"/>	_____	
If not, with whom? _____				
2. Is client physically and mentally able to prepare or reheat a meal?	<input type="checkbox"/>	<input type="checkbox"/>	_____	
3. Does client have one or more regular visitors?	<input type="checkbox"/>	<input type="checkbox"/>	_____	
If yes, who? _____				
How often? _____				
4. Can any of the above do a visit daily to serve a meal? If yes, complete below:	<input type="checkbox"/>	<input type="checkbox"/>	_____	
Name: _____ Address: _____				
Phone: _____ Relationship: _____				
5. Does client need homemaker services or help with personal care?	<input type="checkbox"/>	<input type="checkbox"/>	_____	
6. Does client need assistance with anything else?	<input type="checkbox"/>	<input type="checkbox"/>	_____	

PART F – ASSISTANCE NEEDED		
Activities for Daily Living (ADL)	Instrumental Activities of Daily Living (IADL)	
<input type="checkbox"/> Bathing	<input type="checkbox"/> Transportation	<input type="checkbox"/> Managing Money
<input type="checkbox"/> Dressing	<input type="checkbox"/> Using Telephone	<input type="checkbox"/> Medication Management
<input type="checkbox"/> Toileting	<input type="checkbox"/> Shopping	<input type="checkbox"/> Laundry
<input type="checkbox"/> Transferring in/out Bed	<input type="checkbox"/> Preparing Food	
<input type="checkbox"/> Eating	<input type="checkbox"/> Light Housework	
<input type="checkbox"/> Walking	<input type="checkbox"/> Heavy Housework	
Total ADL's _____	Total IADL's _____	
Rating Scale: Independent (1), Verbal Assistance (2), Some Human Help (3), Lots of Human Help (4), Dependent (5), Declined to State (6)		

PART G – MEAL PREPARATION PLAN			
	Yes	No	NOTES:
Self	<input type="checkbox"/>	<input type="checkbox"/>	_____
Relative/Neighbor	<input type="checkbox"/>	<input type="checkbox"/>	_____
Volunteer	<input type="checkbox"/>	<input type="checkbox"/>	_____
Hot Meal	<input type="checkbox"/>	<input type="checkbox"/>	_____
Referral(s) Made: _____			
Completed By: _____		Date: _____	
Reassessment Due Date (Three Months): _____			

Soft copies are available at SNP office.



Appendix #2: Vitamin A – Vegetables & Fruits

Required Vitamin A = 233 µg per meal

Food Item	Portion	Amount (µg)
Apricot, Canned (3-4 halves)	½ cup	119
Apricot, Raw	3 Medium	102
Cantaloupe	½ cup	135
Carrots, boiled, sliced	½ cup	665
Carrots, raw, grated	2 Tbsp.	386
Chard, Swiss, boiled	½ cup	268
Greens, Collards	½ cup	722
Greens, Kale, boiled, raw	½ cup	443
Greens, Mustard boiled, frozen	½ cup	433
Lettuce, Romaine	1 cup	205
Mixed Vegetables, frozen	½ cup	389
Peas & Carrots, frozen	½ cup	381
Peppers, Sweet, Red	½ cup	125
Persimmon, Japanese	1 item	136
Potato, Sweet	½ cup	471
Pumpkin, Canned	½ cup	953
Pumpkin, Mashed, boiled	½ cup	247
Spinach, boiled	½ cup	472
Spinach, Raw, chopped	1 cup	141
Squash (Butternut or Hubbard), baked	½ cup	1144

Source: <http://www.nal.usda.gov/fnic/foodcomp/search/>

Soft copies are available at SNP office.



Appendix #3: Vitamin C – Vegetables & Fruits

Required Vitamin C = 25 mg per meal

Food Item	Portion	Amount (mg)
Apple w/ skin	1 medium	8
Banana	1 medium	10
Broccoli	½ cup	50
Brussels Sprouts	½ cup	48
Cabbage	½ cup	28
Cantaloupe, fresh	½ cup	20
Cauliflower	½ cup	27.5
Green Pepper	½ cup	102
Honeydew Melon	½ cup	15
Kiwi	1 medium	64
Kale	½ cup	26
Mandarin Oranges, juice pack	½ cup	24
Mandarin Oranges, light syrup	½ cup	25
Mango	½ cup	30
Orange	1 medium	60-80
Papaya	½ cup	43
Persimmon, fresh	1 medium	13
Pineapple, fresh or canned	½ cup	12
Strawberries	½ cup	42
Tangerine	1 medium	20
Tropical Fruit Salad, canned, light syrup	½ cup	13
Watermelon	½ cup	8

JUICES: Most citrus fruit juices provide 25 mg (or more) Vitamin C for 4 oz. or ½ cup portion. Some juices are fortified with Vitamin C. These should meet the Vitamin C requirement for one meal. Please check the nutrition label on the canned or packaged product. *Source:* <http://www.nal.usda.gov/fnic/foodcomp/search/>

Soft copies are available at SNP office.



Appendix #4: Summary of Menu Requirements for Meal Pattern Component

- 1. Protein (meat, fish, seafood, poultry, legumes, eggs, beans, peas, soy products, nuts, seeds and cheese)**
 - a. Minimum **3 oz.** of lean meat, fish, seafood, poultry (without bone and/or skin), reduced fat cheese OR 15 grams protein.
 - b. Extra lean beef and pork (total fat \leq 5%) and at least 90% lean ground beef is recommended.
- 2. Breads/Grains**
 - a. At least one (1) serving of 100% whole grain per meal.
 - b. Starchy vegetables such as potatoes and yams CANNOT be counted as breads or grains.
- 3. Vegetables**
 - a. One to two servings per meal (1/2 cup each).
 - b. Raw leafy vegetables must be 1 cup per serving.
 - c. 100% vegetable juice (low sodium) is limited to a maximum 8 ounce container per serving.
- 4. Fruits**
 - a. One (1) serving per meal.
 - b. One (1) serving is equal to:
 - i. 1 medium sized whole fruit, the size of a tennis ball.
 - ii. 2 small sized whole fruits.
 - iii. 1/2 cup fresh, chopped, cooked, frozen or canned, drained fruit.
 - iv. 1/2 cup 100% fruit juice.
- 5. Milk**
 - a. Each meal shall include 8 ounces of fortified fat free milk, low fat milk, buttermilk, calcium fortified soy milk OR calcium fortified orange juice.
 - b. No flavored milk will be served.
- 6. Vitamin A**

233 (retinol equivalent) per meal, three (3) times per week for a 5 day meal program
- 7. Vitamin C**

25 g each meal
- 8. Dessert (Optional)**
 - a. Use fruit as dessert; Limit sweets to 1 small serving per week.
 - b. Angel food cake, sorbet, frozen 100% fruit bars are specifically considered by the County as dessert.
 - c. When dessert contains 1/2 cup of fruit, it may be counted as a serving of fruit (such as fruited gelatin).
 - d. When dessert contains a serving of whole grain such as oatmeal, it may be counted as a serving of whole grain.
- 9. Kilocalories (Kcal)**

An average of at least 533 kcal per meal



Appendix #4: Summary of Menu Requirements for Meal Pattern Component

10. Fat

- a. Fat is **optional**. May use vegetable oil such as olive or canola oil.
- b. Choose lean meats, low fat and fat free products such as cheeses, gravies and salad dressings.
- c. Baking, roasting, boiling, steaming, grilling, poaching, and stir frying are recommended
- d. Deep fat frying and pan frying are not allowed except when approved by a SNP dietitian in order to retain the authenticity of an ethnic recipe; once a month may be allowed.
- e. **SHOULD NOT** use: shortening, lard, butter or other hydrogenated fats.

11. Sodium

- a. Omit or limit the use of salt in cooking. Use iodized salt if salt is used or offered.
- b. Only use low sodium products such as soup and gravy bases or dilute soy sauce with water to produce low sodium soy sauce.
- c. Only use herbs, spices and seasonings without added salt for flavoring.
- d. Rinse food items packaged with sodium as a preservative (e.g. beans).
- e. Sodium content goal for a meal should be less than 800 mg.
- f. Limit high sodium foods. May offer ONE (1) high sodium meal every two weeks.
- g. If a meal contains more than 1000 mg sodium, an icon (noting a high sodium meal) must be placed on the menu including all menus published in newsletters.
- h. A meal must not exceed 1200 mg sodium.
- i. Sodium content goal for portioned controlled items and other convenience foods (e.g. fish fillets, pork chops, stuffed peppers and cabbage, lasagna, chile relleno) is ≤ 480 mg.
- j. Sodium content goal for individual frozen, whole meals is ≤ 700 mg (Meals on Wheels).
- k. Sodium content goal for canned and frozen tuna, salmon and other seafood is ≤ 290 mg.
- l. Sodium content goal for canned meat is ≤ 480 mg.
- m. Sodium content goal for a serving of bread and baked goods is ≤ 215 mg.
- n. Sodium content goal for a serving of canned vegetables is ≤ 290 mg.
- o. Use low sodium items wherever possible.
- p. Limit the use of preserved foods.

12. Condiments

- a. Condiments should be “served on the side.”
- b. Only serve lower sodium and lower fat versions of salad dressings, mayonnaise; ketchup, soy sauce, mustard, etc.

13. Miscellaneous

- a. No soda or alcohol beverages will be served.
- b. When foods are donated, whenever feasible, accept only minimally processed foods that are made or produced without added sugar and with less sodium
- c. All donated foods used in the production of a senior nutrition meal must meet the established nutrition requirements.
- d. Sugar substitutes may be made available.

Appendix #5: Lean & Healthy Protein Sources

1. The leanest beef cuts include round steaks and roasts (eye of round, top round, bottom round, round tip), top loin, top sirloin, and chuck shoulder and arm roasts.
2. The leanest pork choices include pork loin, tenderloin and center loin.
3. Boneless skinless chicken breasts and turkey cutlets are the leanest poultry choices.
4. Choose seafood rich in omega-3 fatty acids, such as salmon, mackerel, tuna, and halibut.
5. Alternate protein sources such as beans, peas, grains, and soy products are healthy choices in the planning of vegetarian menu. Alternate proteins suitable for meeting the 15-gram protein requirement include the following:

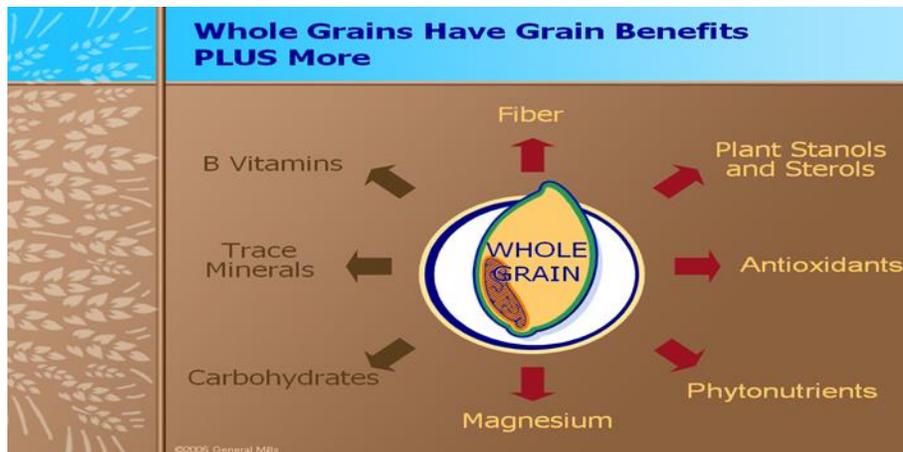
Alternate Protein	Serving size	Grams of Protein
Hummus	1 cup	19
Edamame	1 cup	17
Tempeh	3 ounces	16
Lentils	1 cup	18
Nuts	½ cup	15
Tofu	1 cup	15
Cheese	3 ounces	21
Beans (Garbanzo, Kidney, Black and Lima Beans)	1 cup	15
Quinoa	2 cups	16

6. Some vegetarian menu choices are:
 - a) Chili with kidney or pinto beans
 - b) Stir-fried tofu
 - c) Split pea, lentil, minestrone, or white bean soup
 - d) Black bean or cheese enchiladas
 - e) Garbanzo or kidney beans on a chef's salad
 - f) Rice and beans
 - g) Veggie burgers
 - h) Hummus (chickpeas spread) on pita bread
 - i) Cottage cheese and fruit
 - j) Greek yogurt with granola and fruit
 - k) Quinoa salad with nuts and beans

Sources: <http://www.todaysdietitian.com/pdf/webinars/ProteinContentofFoods.pdf>
<http://www.choosemyplate.gov/ten-tips-with-protein-food-variety-is-key>

Soft copies are available at SNP office.

Appendix #6: Whole Grains



Definition and List of Whole Grains

Whole grains or foods made from them contain all the essential parts and naturally-occurring nutrients of the entire grain seed. If the grain has been processed (e.g., cracked, crushed, rolled, extruded, and/or cooked), the food product should deliver approximately the same rich balance of nutrients that are found in the original grain seed.

The following, when consumed in a form including the bran, germ and endosperm, are examples of generally accepted whole grain foods and flours.

- Barley
- Corn, including whole cornmeal and popcorn
- Oats, including oatmeal
- Quinoa
- Rice, both brown rice and colored rice, wild rice
- Rye
- Whole wheat couscous
- Wheat, including varieties such as spelt, emmer, farro, einkorn, Kamut®, durum and forms such as bulgur, cracked wheat and wheatberries

Oilseeds and legumes (such as flax, sunflower seeds, soy, chickpeas, etc.) are not considered whole grains.

Source: <https://wholegrainscouncil.org/sites/default/files/atoms/files/WGC-WholeGrainsAtoZ2017.pdf>

Soft copies are available at SNP office.



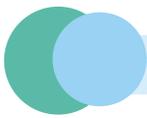
Appendix #7: Base Reference for Sodium Content of Commonly Served Foods in the SNP

Foods listed are “as is” with “no salt added”

Food Item	Amount	Sodium Range (in milligrams)
Cheese, processed, American	1 oz.	180 – 450
Cottage cheese, low fat	¼ cup	230
Bread, whole grain or white	1 slice	125 to 300
Bread, French, Sourdough	4” x 2-1/2 “ x 1-3/4”	400
Dinner Roll, white or whole grain	1 average size	130 – 150
Tortilla, flour	1- 8” diameter	250 – 300
Tortilla, corn	1-6” diameter	10
Salad Greens, no dressing	1 cup	40
Vegetables, frozen	½ cup, cooked	10 – 40
Vegetables, canned	½ cup	≥100
Au gratin Potatoes, Sysco	½ cup, cooked	580
Refried Beans, canned	½ cup	380
Baked Beans, canned with pork	½ cup	525
Baked Desserts (cake or cookie)	1 small serving size	50 – 400
Pie, pumpkin, commercial	1/8 of a pie	300
Milk, nonfat, reduced fat	1 cup	120 – 140
Milk, buttermilk	1 cup	210
Margarine	1 tsp	40 - 90
Catsup	1 pkt	70
Mustard	1 pkt	60
Salad Dressing, regular	1 tsp	130 – 200
Table Salt	1 tsp	2325
Gravy, dry mix	6.7g or 1 serving	300 – 350
Mushroom gravy, canned	¼ cup	340

Source: USDA Food Composition Database at <https://ndb.nal.usda.gov/ndb/search/list>

Soft copies are available at SNP office.

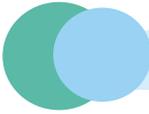


Appendix #8: Refrigerator & Freezer Storage Chart

Category	Food	Refrigerator (40 °F or below)	Freezer (0 °F or below)
Salads	Egg, chicken, ham, tuna & macaroni salads	3 to 5 days	Does not freeze well
Luncheon meat	opened package or deli sliced	3 to 5 days	1 to 2 months
	unopened package	2 weeks	1 to 2 months
Bacon & Sausage	Bacon	7 days	1 month
	Sausage, raw — from chicken, turkey, pork, beef	1 to 2 days	1 to 2 months
Hamburger & Other Ground Meats	Hamburger, ground beef, turkey, veal, pork, lamb, & mixtures of them	1 to 2 days	3 to 4 months
Fresh Beef, Veal, Lamb & Pork	Steaks	3 to 5 days	6 to 12 months
	Chops	3 to 5 days	4 to 6 months
	Roasts	3 to 5 days	4 to 12 months
Fresh Poultry	Chicken or turkey, whole	1 to 2 days	1 year
	Chicken or turkey, pieces	1 to 2 days	9 months
Soups & Stews	Vegetable or meat added	3 to 4 days	2 to 3 months
Leftovers	Cooked meat or poultry	3 to 4 days	2 to 6 months

Source: www.foodsafety.gov

Soft copies are available at SNP office.



Appendix #10: MOW Weekly Report

Santa Clara County Meals on Wheels Weekly Report

MONTH _____ WEEK 1

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total
Number of Participants Served								
Number of Meals Delivered								
Emergency Shelf-Stable Meals								
Supplemental Items								
New Add-On								
Hold (temporary)								
Cancellation (permanent)								
Non-Deliveries								
Initial In-Person Assessment								
Quarterly Phone Assessment								
Annual In-Person Assessment								
Contribution Envelopes								
Nutrition Education								

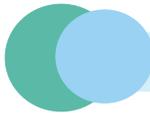
I certify this report is correct and complete to the best of my knowledge

Name (REQUIRED)

Date

Week # 1

Sample copy only



Appendix #11: MOW Monthly Report

Santa Clara County Meals on Wheels Monthly Summary Report

MONTH _____

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total
Number of Participants Served								
Number of Meals Delivered								
Emergency Shelf-Stable Meals								
Supplemental Items								
New Add-On								
Hold (temporary)								
Cancellation (permanent)								
Non-Deliveries								
Initial In-Person Assessment								
Quarterly Phone Assessment								
Annual In-Person Assessment								
Contribution Envelopes								
Nutrition Education								

I certify this report is correct and complete to the best of my knowledge

Name (REQUIRED)

Date

Monthly Report is due to SNP on the _____ working day of each month.

Sample copy only