

FY 2018 Monitoring Checklist for Program Administration, Congregate and Home Delivered Meal Services

A. PROGRAM ADMINISTRATION

- a. Policies and Procedures for Senior Center are made available and on file for review
- b. Grievance policy is provided for Senior Center – ITCA must be listed as a step in the complaint process
- c. Methods of soliciting criticism/complaints must be provided for participants (i.e. comment box) at Senior Center
- d. Job descriptions are provided for current staff
 - i. Periodic staff evaluations are provided
- e. Description and definition of services provided, i.e. brochure of services at senior center
- f. Documentation of activities by providing flyers, sign-in sheets, etc.
- g. List of all current staff (program organization chart) is made available for review

B. SAFETY & SANITATION

- a. All fire extinguishers are serviced annually
- b. Exit signs and plan/map posted and highlighted
- c. Provisions for physically handicap, i.e. side ramps, etc.
- d. First Aid kit serviced and all medicines/ointments are current (not expired)
- e. Food handler's permits are current for all staff handling food
- f. IHS Environmental Health Inspection report is on file and all infractions have been addressed
- g. Building inspection report is on file for review
- h. Pest control service is provided and receipts on file for review
- i. Open doors/windows have screens

C. KITCHEN

- a. **Menus**
 - i. Plan, prepare, provide and serve meals in accordance with the AZ DES DAAS "Nutrition, Food Service, and Wellness Manual"
 - ii. Require that all meals are planned following the current Dietary Guidelines for Americans, as may be amended
 - iii. Submit menus on a standardized form to, and secure the approval of, Registered Dietitian (R.D.), Nutritionist, Dietetic Technician Registered (DTR), or Certified Dietary Manager (CDM) prior to serving
 - iv. Current menus are posted, copies are filed for review
 1. Incorporate ethnic and cultural preferences of participants when planning menus

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- v. Menu items changes are documented
- vi. Menu substitutions meet meal pattern requirements
- vii. Special diets and food allergies are posted
- viii. Process in place to obtain input from (i.e. comment box, menu approvals):
 - 1. Dietitian
 - 2. Meal participant
- b. Meal Preparation and Service**
 - i. Prepare and arrange for preparation and service of meals, and adhere to menus as written
 - 1. Substitutions shall be selected from the same food group, example, ½ cup of carrots for ½ cup of green beans
 - ii. Purchase and receive food contributions from an approved source, i.e. food vendors, grocery stores, etc.
 - iii. Prepare and serve meals for person needing diabetic or sodium-restricted diets
 - iv. Review food service expenditures in order to further cost effective management
 - v. Develop and implement an emergency plan to be used when meal cannot be prepared or is unsuitable for consumption
 - 1. Includes a one-day emergency menu with supplies on hand for implementation
 - vi. Give participants an opportunity to contribute towards cost of the meal
- c. Food Storage**
 - i. All staple food items and paper goods are stored at least 6” off the floor
 - ii. Freezer(s) temperatures should be maintained at 0 degrees (F)
 - iii. Refrigerator(s) temperature should be maintained at 32-40 degrees (F)
 - iv. Temperature gauges should be in refrigerator(s) and freezer(s) at all times
 - v. Proper labeling and wrapping of food in refrigerator(s) and freezer(s) should be maintained
 - vi. Freezer(s) and Refrigerator(s) should be orderly
 - vii. Food Storage areas (storeroom) should be orderly and room temperature maintained at 40-70 degrees (F)
 - viii. Only food should be in food storage areas, no cleaning products
 - ix. Food in storeroom is rotated systematically (use of **First In First Out**)
 - x. Inventory of all food items should be maintained and on file
 - xi. Inventory of kitchen equipment should be maintained and on file
- d. Home Delivered Meals**

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- i. Provide a nutritious home delivered meal at least once a day, five days a week except in rural areas where such frequency may not be feasible, and as approved by Division of Aging & Adult Services (DAAS)
 - ii. Package and deliver meals in a safe and sanitary manner
 - iii. Deliver meals directly to an individual, i.e. not left at doorstep or in mailboxes, etc.
 - iv. Provide each new participant with a weekly/current menu and provide on-going individuals with a copy at least one week in advance
 - v. Obtain the individuals authorized signature and date for each meal delivered and maintain signatures on central file
 - vi. Maintain record of meals delivered each month to each individual
 - vii. Assess general mental and physical health status (“wellness check”) of the individual at the time of meal delivery
 - viii. Provide printed nutrition education materials two times per quarter to client
- e. Nutrition Education**
- i. Plan, develop, and implement a written plan that includes at least two sessions/activities each quarter
 1. Includes written materials, demonstrations, audio-visual presentations, lectures, and small group discussions
 - ii. Document the date, topic covered, name of presenter and number of people who attended nutrition education
 1. Keep documentation for at least a year at senior center
- f. Staff Training**
- i. Provide food safety and sanitation training that includes at minimum: personal hygiene, proper attire for food service workers, cleaning and sanitizing, correct use of gloves, proper hot and cold food temperatures, proper use of thermometer, food deliver procedures and correct disposal/storage of left overs, etc.
 - ii. Food handlers must pass food safety and sanitation course; site manager shall have additional training such as ServSafe or other course approved by their County Health Department
 - iii. Provide training on periodic basis to person preparing and delivering meals
 - iv. Document staff certification and training in personnel files
 - v. All food safety and sanitation training should be provided to new hires within one month of hire date