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Waupaca County Nutrition Advisory Council  
Thursday March 21, 2019  
Waupaca County Courthouse, LL42  
811 Harding Street · Waupaca, WI 54981

*This meeting and all other meetings of this committee are open to the public. Proper notice has been posted and given to the press, in accordance with Wisconsin Statutes so that the citizenry may be aware of the time, place, and agenda of the meeting.*

Chairperson Jan Lehrer called the meeting to order at 1:30pm and a quorum was established.

**Members Present:**

**Chairperson:** Jan Lehrer  
**Clintonville Site Representative:** Dave Steffens  
**Marion Site Representative:** Wayne Laux  
**Waupaca Alternate Site Representative:** Joanne Samack  
**Weyauwega Site Representative:** Bette Kaminske  
**Manawa Site Representative:** DeAnn Miller

**Members Absent:**

**Waupaca Site Representative:** Carol Elvery  
**Manawa Site Representative:** Dr. Janet Reilly

**Waupaca County Board Members Present:**

**District 18:** Patricia Craig  
**District 14:** Gerald Murphy

**Community Members Present (Per Public Sign-in Sheet):**

Beverly Laux, Mona Golla-Kolosso, Ed Huber, Judy Hein, Ella Wegener

**Others Present:** Melissa Anderson (Aging Programs Supervisor), Leah Klein (ADRU Manager), Pat Huber (ADRC Clerk)

- I. **Adoption of the Agenda:** A motion to adopt the agenda as written was made by Wayne Laux and seconded by DeAnn Miller. **Motion Carried.**
- II. **Adoption of the Minutes of the January 17, 2019 meeting:** A motion was made by Dave Steffens to accept the minutes of the January 17, 2019 meeting with the following correction: under "Other Updates" it should state, "could possibly BE due to the individual", seconded by Wayne Laux. **Motion Carried.**

**Public Comment:** Both Pat Craig and Jerry Murphy stated that as County Board Supervisors they were interested in the challenges facing this committee and they were here to stay informed on what is going on with the Nutrition Program. Community member Judy Hein also stated that she was here to find out what was going on and the future of the program in Manawa.

III. **Nutrition Site Status Updates – Melissa Anderson, Aging Programs Supervisor**

**Waupaca:** Congregate participation is unchanged, while Home Delivered Meal participation has decreased. The site is in need of volunteer drivers for meal delivery.

**Weyauwega:** Home delivered meal participation has increased over the last few months, congregate participation is unchanged. Shani Appleby, Site Manager has started working with an individual in the community who is volunteering at the site to gain work experience for employment. This partnership has been very positive and mutually beneficial.

**Manawa:** Congregate participation has experienced a decrease in January and February due to inclement weather. Home delivered meal participation is unchanged. Volunteer food transport from Iola Living Assistance continues to be very successful, volunteer is reimbursed for mileage to deliver food from Iola to Manawa.

**Iola:** Congregate and Home Delivered Meal participation remains unchanged. Iola Living Assistance is utilizing their Management staff for Nutrition Site Manager coverage which has proven difficult for them to maintain.

**Marion:** Congregate participation unchanged while Home Delivered Meal participation has increased. Additional volunteer meal deliverers are needed. Site Manager requesting 1x/month commitment.

**Clintonville:** Congregate and Home Delivered Meal participation unchanged. Clintonville volunteers in site continue to be consistent and provide site manager with ample support.

**Update on Manawa Public Schools as possible caterer/venue:** Manawa School District provided clarification that the District will be focusing on youth mental health therefore is uninterested in partnering with the Nutrition Program at this time.

**Update on Canteen as possible caterer:** Canteen is not able to cater meals for the Nutrition Program due to travel time and concern for food safety.

**Update on ThedaCare as possible caterer:** Leah Klein reported ThedaCare continues to have interest as the caterer for the Nutrition Program.

#### **IV. 2018 Participant Surveys – Melissa Anderson, Aging Programs Supervisor**

##### Home Delivered Meal Participant Survey Highlights:

91-97% of survey respondents were pleased with the temperature (91%), quality (97%), and taste (97%) of food.

79% of survey respondents reported that home delivered meals are 1/2 to 2/3 of their daily intake

87% of survey respondents reported that they ate healthier because of the program

82% survey respondents reported home delivered meal service allow them to live where they choose

93% of survey respondents are satisfied with the Waupaca County home delivered meal program.

##### Congregate Participant Survey Highlights:

94-100% of survey respondents were pleased with the taste (94%) and quality (100%) of food

74% of survey respondents reported the senior dining meal is 1/2 to 2/3 their daily food intake

80% of survey respondents reported the reason they dine at the nutrition sites is to eat with friends and have a balanced meal.

91% survey respondents are satisfied with the congregating dining service

#### **V. Iola Living Assistance Caterer – Melissa Anderson, Aging Programs Supervisor**

Melissa reported Waupaca County Health and Human Services received notice from Iola Living Assistance to end the contract for catering and managing the Iola nutrition site. Their last date of service will be May 5, 2019. Melissa shared Steve and Mary's submitted written notice to provide meals short term for the communities of Manawa and Iola not to exceed 90 days this would not include transportation of the meals. Portage County reported verbally to Melissa the ability to provide home delivered meals on a short term basis each Monday, Wednesday and Friday with frozen meals provided for Tuesday and Thursday for the Iola/Scandinavia area this would not include transport of meals. Schueller's Great exSPECTations submitted notice in writing to provide 50 additional meals on an ongoing basis. Schueller's reported their ability to transport bulk food however delivery time would be after 12:00pm due to the delivery radius currently to Weyauwega and Waupaca service areas.

Melissa explained the development of a short term crisis plan to ensure no interruption of services to the participants of the Iola, Scandinavia, Ogdensburg and Manawa service areas. Schueller's Great exSPECTations would transport bulk food to Waupaca including food for Waupaca, Iola, Scandinavia, Ogdensburg, and Manawa service areas. All meals will be packaged at the Waupaca Nutrition Site for delivery to Iola and Manawa locations. Volunteer meal deliverers will continue to be needed and utilized for the Iola, Scandinavia, Ogdensburg, and Manawa service areas. Iola congregating participants will continue to eat at the scheduled time and served the same meal as the residents of Iola Living Oaks where Waupaca County DHHS will pay full price \$8.00 a meal for a short-term plan. Melissa explained many efficiencies

have been made to the program and there is no more flexibility in order to continue services without disruption. The short term crisis plan is necessary as Waupaca County DHHS staff, Nutrition Advisory Council members, Committee on Aging member as well as the Health and Human Services Board seek long term solutions for the nutrition program. As soon as the Short-Term Crisis Plans are finalized, communication will go out to all participants and volunteers affected by the changes. Melissa asked members of the Nutrition Advisory Council for ideas on the long term plan for congregate dining in Iola. Several suggestions were given and Melissa will consider each. Chairperson Jan Lehrer encouraged committee members to go to Lincoln Center in Portage County and see how that nutrition site is run. Jan expressed her desire for the development of a 5-7 year plan for the nutrition program.

- VI. **Adjourn:** *A motion to adjourn the meeting was made by Bette Kaminske and seconded by Dave Steffen.* **Motion Carried.**

**Next Meeting: Thursday, May 23, 2019 – Waupaca County Courthouse**  
**Room LL42**  
**811 Harding St**  
**Waupaca, WI 54981**

Respectfully Submitted,

Pat Huber, ADRC Clerk

Waupaca County Nutrition Program  
Policy #1  
Carry-Out Meals

The Purpose of the Waupaca County Nutrition Program Carry Out Meals Policy is to establish a formal policy and procedure for allowing a small number of meals as “carryout”. Carryout meals are not allowed as a regular practice for various reasons, the main one being that socialization is vital to the well-being of older adults and we highly value the Senior Dining Program. We realize that there are exceptional cases when neither congregate nor home-delivered meals will meet individuals’ immediate needs and a carryout meal is appropriate.

**Purpose of the Nutrition Program:**

- To reduce hunger and food insecurity
- To promote socialization of older individuals
- To promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse healthy conditions resulting from poor nutritional health or sedentary behavior.

**Individuals who have been approved by the Aging Director as appropriate to pick-up a carryout meal shall observe the following guidelines:**

**Procedure:** Carryout meals are allowed if all of the following conditions have been met:

- 1) The meals must be served to a registered program participant.
- 2) Instances when a carryout meal may be appropriate include:
  - a. A spouse, family member, roommate, close neighbor or other designee can safely deliver a meal to a regular congregate participant who has an acute illness or condition. When the duration exceeds two weeks, the participant must be evaluated for home-delivered meals.
  - b. A spouse, family member, roommate, close neighbor or other designee can safely deliver a meal to a participant who qualifies for a home-delivered meal. When done appropriately, this could be a means of reserving program resources.
- 3) The participant and/or the person taking the meal must be instructed on meal serving times and the policy for reserving a meal shall be observed.
- 4) The participant and/or person taking the meal should arrive at the meal site to pick up their meal during the posted serving times.
- 5) No china, cups or utensils shall be removed from the dining center. The carryout meal shall be packaged in a safe and suitable take-out container and the procedure for returning trays, storage containers, etc. if applicable shall be explained.
- 6) Participants should be encouraged to bring a cooler, if possible, to assure the meal stays out of the temperature danger zone. Note: it is not a requirement that they bring a cooler; it is just a strong recommendation. A meal shall NOT be denied if they do not have a cooler.
- 7) Encourage the participant and/or the person taking the meal to go directly home or deliver the meal to the participant immediately. The meal should be eaten immediately. If the meal cannot be eaten within two hours, perishable items should be put into the refrigerator or freezer. Cooked food should never be kept at room temperature for more than two hours. When outdoor temperatures are above 90° F (32°C), discard food after one hour!
- 8) The participant/person picking up the meal must be instructed on food safety guidelines for the meal and written food safety instructions must accompany the meal.

- 9) The safety of food after it has been served to a participant and when it has been removed from the dining center is the responsibility of the participant and/or the person picking up the meal.
- 10) The Nutrition Site Manager or other staff in charge of releasing the meal has the responsibility and authority not to send the meal if they feel it cannot or will not be delivered safely. Attempts at other delivery options shall be made by Nutrition Site Manager.
- 11) Carryout meals will be reported as congregate meals unless the individual has had a full in-home assessment for home-delivered meals.
- 12) The carryout meal must comply with the same standards as the congregate and home-delivered meals.

This policy has been reviewed by:

- a. Nutrition Advisory Council  
Date: \_\_\_\_\_
- b. Committee on Aging  
Date: \_\_\_\_\_

Waupaca County Nutrition Program  
Policy #5  
Ensuring Participant Contribution Confidentiality

The purpose of this written procedure is to define the process to be followed by the Waupaca County Aging & Disability Resource Center staff and volunteers in the event of a meal service participant contribution to maintain confidentiality.

- I. If a Waupaca County Nutrition Program congregate dining participant makes a contribution at the Nutrition Site:
  - a. The Nutrition Site will have a confidential locked drop box set aside from the congregate dining area
    - i. The confidential drop box will not be transparent and will have no other indicating attributes
  - b. The Nutrition Site Manager and volunteers will never acknowledge a participants contribution verbally or non-verbally in front of other participants
  - c. If a participant hands the Nutrition Site Manager or volunteer their contribution directly, the Nutrition Site Manager or volunteer will discretely handle the contribution away from the other congregate dining participants.
  - d. The Nutrition Site Manager and volunteers will never verbally announce a participants contribution amount
  - e. The Nutrition Site Manager will handle, count and deposit all contributions in a location that is not visible to participants. All contributions will be counted by two (2) individuals, recorded and signed off by both. Contributions should be deposited daily or returned to the office for deposit daily.
  - f. The Nutrition Site Manager will not keep a running total of individual participants contributions
  
- II. If a Waupaca County Nutrition Program home delivered meal participant makes a contribution and gives it to Volunteer Meal Driver:
  - a. Volunteer Meal Driver will provide participant with sealable coin envelope to deposit their contribution
  - b. Volunteer Meal Driver will never discuss participant's contributions to other participants
  - c. Volunteer Meal Driver will never write down or keep a running total of individual participants contributions
  - d. Volunteer Meal Driver will surrender all contributions immediately upon arriving at the Nutrition Site after their home delivered meal route is complete
  - e. Volunteer Meal Driver will never be responsible for counting and depositing any participant contributions
  
- III. If a Waupaca County Nutrition Program participant makes a contribution to the Aging & Disability Resource Center:
  - a. ADRC Staff will immediately give all Waupaca County Nutrition Program participant contributions to the Nutrition Program Director

- b. ADRC Staff will never verbally announce the amount a participant contributes or the participants identifying information to other ADRC staff or other Waupaca County DHHS staff
  - c. ADRC Staff will never keep a running total of individual participant's contributions
  - d. Nutrition Program Director will give all participant contributions to Waupaca County DHHS Fiscal Department to deposit accordingly
- IV. If a Waupaca County Nutrition Program participant makes a contribution to an individual Aging & Disability Resource Center staff outside the ADRC:
- a. ADRC staff will immediately surrender the contribution to the Nutrition Program Director upon returning to the ADRC
  - b. ADRC staff will never keep a running total of individual participant's contributions
  - c. Nutrition Program Director will give all participant contributions to the Waupaca County DHHS Fiscal Department to deposit accordingly

This policy has been reviewed by:

- a. Nutrition Advisory Council  
Date: \_\_\_\_\_
- b. Committee on Aging  
Date: \_\_\_\_\_