

Minot Commission on Aging
POLICIES AND PROCEDURES
Home Delivered Meals Services



Home Delivered Meal Consumers

Must be determined eligible per the SAMS Outreach/HDM Assessment. Reassessments are conducted at a minimum of every 6 months, more often if the need arises. Employees of North Central Human Services do reassessments.

Eligible Clients:

1. Individuals age 60 and older and their spouse, regardless of age. Individuals under age 60 (except for spouses) may receive nutrition services only when it will not deprive an eligible client the opportunity to receive services. Individuals under age 60 must pay the full cost of services unless one of the criteria listed below (2, 3, or 4) is met.
2. Volunteers for MCA who are under 60. (Congregate meal sites)
3. Any handicapped or disabled person under age 60 that reside in a housing facility primarily occupied by elderly at which there is a Title III congregate meal site. Milton Young Towers, Henry Towers and Parker Suites are the eligible facilities.
4. Any disabled person (regardless of age) residing with an eligible client in a non-institutional household. (Home delivered meals clients).

HDM Eligibility Criteria:

Clients must be homebound and unable to prepare meals because of physical incapacity, mental or social conditions, or isolation. A person is considered home bound when one or more of the following exist.

- a. Limited physical mobility
- b. Emotional or psychological impairments that prohibit participation at a congregate site; or
- c. Remote geographic location that prohibits transporting the client to and from a congregate site.

Donations are encouraged and appreciated for the meals. The suggested contribution is \$3.00 per meal. Food stamps and Dakota Electronic Benefits Transfer (EBT) cards are accepted. No eligible client is denied a meal due to inability to contribute.

- HD (Home Delivered) Meals are delivered Monday through Friday, between the hours of **11:30 a.m.** and **1:00 p.m.**, (Minot and Stanley), all other rural satellite areas, have delivering three days each week. Frozen meals are available to compensate for the days HDM's are not available.
- Weekend meals are available at your request. These meals are delivered with the Friday's hot meal.
- Volunteers deliver the majority of the meals; they are not compensated for either their time or car expense. Please let them know that you appreciate them.
- A cold or frozen meal is provided for the following holidays: **New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, and Christmas Day.** Arrangements for frozen meals are made ahead of time so the meals are delivered prior to the holiday.
- An MCOA employee will provide exact delivery date when calling to reserve your frozen meal. Refrigerate the cold meal immediately. Meals are not provided for Thanksgiving Day, other options are available, such as "Day of Love" at the MAFB, and meal provided by the Salvation Army.
- Since food left unrefrigerated is a safety concern for food borne illness, a home delivered meal will not be left if you are away from home at the time of delivery. The volunteer will bring the meal back to the Minot COA office.

- **PLEASE call the MCA office (852-0561) and cancel your meal.** The meal needs to be canceled **the day before**. The rural sites must call their local Senior Center to cancel the meal.
- Menus will be sent out approximately two weeks prior to the next month. Menus are delivered with that days meal. If you are not receiving a meal on the day menus are delivered, you may call the MCA office (852-0561) to request one be mailed to you.
- **In case of bad weather and the center is closed:** HDM clients will receive a phone call from an Outreach worker to notify them of the inability to deliver their meal. We encourage having frozen meals on hand, in your freezer ,as a back up for this type of situation.

Information and Instructions about Food:

- The project nutritionist approves menus. Each meal provides on third of the daily- recommended dietary allowances for adults over age 55. The food is prepared at Minot Commission on Aging (for Minot, Burlington,& Stanley). The other rural meal sites food preparation is contracted with the local restaurants, with the exception of Granville. Granville meals are cooked on site at the Senior Center.
- No salt is added to the food during preparation. Whole grain bread, pat of butter, milk and fruit are included with all meals.
- The following recommendations are made to HDM participants.
 1. Eat the meal as soon as it is delivered.
 2. Refrigerate immediately any food saved to be eaten later.
 3. Maintain an emergency food shelf at all times in the event that delivery of meals is canceled due to bad weather or other problems. Notify the MCA if you need assistance obtaining food for emergency use **(852-0561)**. Frozen meals, which make an excellent source of “emergency food” are available through MCA.
 4. Call the MCA office if you need assistance in buying groceries. Grocery shopping assistance is provided, as a last resort option, when family members or friends are not available to assist.

Delivery Procedure:

Your well being and safety is of major concern to MCA. **If you do not Answer the door** when you are scheduled for delivery, MCA will be Concerned that you might be ill and need assistance. Therefore, the Following steps are routine:

1. An MCA staff will try to reach you by telephone.
2. If you do not answer the phone, we will then call the individual that you have named as your Emergency Contact person.
3. If we cannot contact your listed emergency contact person, we will then call the local hospital to see if you have been admitted.
4. As a last resort, the police will be called for assistance.

Please remember, if you know that you will not be home for your HDM, contact the MCA office at 852-0561. This line of communication will prevent the above steps.

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