

1. The eligible participant is temporarily ill and is unable to attend the regular congregate meal program; or,
 2. The eligible participant is unable to get to their regular congregate site on a particular day.
- A. An eligible participant may receive temporarily delivered congregate meals for no more than two weeks. If the eligible participant is in need of temporarily delivered congregate meals for a longer period of time they should be referred to the home delivered program.
 - B. Temporarily delivered congregate meals must contain the same meal components as the congregate menu for the day it was prepared.
 - C. Temporarily delivered congregate meals shall be signed out for by the person delivering the meal. This sign-out form shall include the time the meal left for delivery, temperature of the hot and cold foods at the time of packaging, and a statement saying "I agree to immediately deliver this meal to the eligible participants name listed". The signed form must be kept at the nutrition program office and available for review by the Division upon request. Only volunteers or staff of the nutrition program shall deliver temporarily delivered congregate meals.
 - D. Temporarily delivered congregate meals must be packaged by the nutrition program and be delivered in appropriate containers to ensure temperature control, prevent contamination and spoilage, and to maintain integrity of the meals. Hot foods are packaged at a minimum of 135° Fahrenheit, cold foods are packaged at a temperature no higher than 41° Fahrenheit. All temporarily delivered congregate meals shall leave for delivery as soon as possible and must be delivered within two hours of packaging. Nutrition programs shall advise eligible participants of food safety guidelines of the meal and that they are accepting the meal at their own risk.
 - E. All temporarily delivered congregate meals that are provided shall be recorded in the Division approved data system as congregate meals linked to the individual participant. Upon return to the congregate program, each participant that received temporarily delivered congregate meals shall sign next to each meal received as verification of receipt. The signed form must be kept at the nutrition program office and be available for review by the Division upon request.
 - F. Each nutrition program providing temporarily delivered congregate meals may develop written procedures for handling temporarily delivered congregate meals to ensure food safety and that the meal delivered will be safe when it reaches the eligible participant. Each nutrition program has the responsibility to not send the meal if they feel it cannot be delivered safely.
 - G. An eligible participant may be offered a particular food, but the participant may refuse the food and it does not need to be served.

- H. Eligible participants attending the congregate meal sites shall be advised and informed to keep a ~~a three-day~~ supply of non-perishable foods and bottled water in case of inclement weather or other emergency that causes a temporary suspension of services. If feasible, emergency meal packages *may* be provided at the discretion of the meal site.
1. Meal sites may count an emergency meal package as an eligible reimbursable meal, so long as the meal package contains 33.33% of the Dietary Reference Intakes and complies with OAA meal requirements.
 2. Meal sites may only be reimbursed for emergency meal packages up to two distribution *times* per federal fiscal year. Meals shall be replenished as is deemed necessary for an emergency situation.
 3. Meal sites may only be reimbursed for a maximum of 4 *emergency meals* per participant each year.
- I. In emergency situations at a meal site when a meal or menu has not been approved by a Registered Dietitian before service, facilities may have the Registered Dietitian approve the menu at a later time. Approval and notification must be given to the Division regarding the emergency and the food that was served. Meals may be considered eligible, so long as the meal meets the OAA nutrient requirements, once approved within 2 weeks of the emergency situation occurrence.
- J. Service providers may serve a second or third shelf-stable meal or deliver a frozen meal to older adults identified through nutrition screening to be at nutritional risk and/or socially or economically in need.
- K. The program shall establish, or use the Division approved method, to determine participant satisfaction that will be used to maintain or improve the quality of foods and services.
- L. Where feasible, provisions are made for the celebration of special occasions for eligible participants, for example, birthdays and holidays.
- M. Salt shakers may be placed on tables at meal sites. Eligible participants should not feel as though they have to sneak salt shakers into the congregate site.