

- A. All menus are served as planned unless the Registered Dietitian, Dietetic Technician Registered, or the nutritionist reviews and approves an appropriate substitution. A complete menu move from one day to another does not constitute a substitution. When substitutions are made, the program maintains records on-site which document the:
1. Date of substitution;
 2. Original menu item(s); and
 3. Substituted menu item(s).
- B. Home delivered meals service providers shall strive to operate efficiently and effectively. “Efficiently” refers to the relative cost of providing a unit of service (meal); while “effectiveness” refers to the capacity to provide a defined service as intended by the OAA, which includes service quality, quantity, and timeliness.
- C. Production forecasting is conducted as accurately as possible and does not include a margin of oversized portions or second servings. Home delivered meal service providers must establish procedures that forecast or eliminate attendance to keep waste at a minimum.
- D. An eligible participant may be offered a particular food, but the participant may refuse the food and it does not need to be served.
- E. Where feasible, provisions are made for the celebration of special occasions for eligible participants, for example, birthdays and holidays.
- F. Home delivered meals may be hot, cold, frozen, dried, canned, or fresh with a satisfactory storage life.
- G. Home delivered meal service may include the delivery of more than one meal for each day’s consumption provided that proper storage and heating facilities are available in the eligible participant’s home.
- H. Home delivered meal service providers shall establish a method to determine participant satisfaction that will be used to maintain or improve the quality of foods and services.
- I. All nutrition programs *shall offer* all home delivered meal eligible participants a shelf stable emergency meal package, available for use during inclement weather or other emergency situations, when the program is unable to deliver meals.
1. Emergency meal packages for home delivered meals participants shall be offered to eligible participants at least one time each Federal Fiscal Year. Distribution times may vary by region based upon local needs.
 2. The package should consist of two ~~to three~~ days of shelf stable foods and shall be replenished by the nutrition program. The daily supply of food should be limited to

one meal each day. ~~The daily supplies should correspond to the number of meals the nutrition program is providing (i.e. if the nutrition program provides lunch and dinner each day, a one-day supply of food would need to include two meals).~~

3. 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.
 - i. 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.
 - ii. Meal sites may only be reimbursed for a maximum of *4 emergency meals* per participant each year. If funding is available and with Division approval, a waiver may be submitted to allow reimbursement for additional emergency meals. This is not a guarantee and is based on additional available funding.

- J. 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 meals meet the OAA nutrient requirements, once approved within 2 weeks of the emergency situation occurrence.