

## **Food Bank/Home Delivered Meals Standards of Care**

### **Definition:**

Funding for Food Bank/Home Delivered Meals may include:

- The provision of actual food items
- Provision of hot meals
- A voucher program to purchase food

### **Limitations:**

No funds can be used for:

- Permanent water filtration systems for water entering the house
- Household appliances
- Pet foods
- Other non-essential products

Food vouchers/gift cards are to be restricted from the purchase of tobacco or alcohol products.

No direct payment to clients to purchase food is allowed.

### **Services:**

This category includes the provision of actual food, prepared meals, or food vouchers to purchase prepared meals. This category also includes the provision of fruit, vegetables, dairy, canned meat, staples, and personal care products in a food bank setting.

Services include but are not limited to:

- The provision of actual food items
- Provision of hot meals
- Vouchers to purchase food
- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems, such as faucet/pitcher/refrigerator in communities where issues with water purity exist

### **Food Bank:**

Food Bank services are the provision of actual food and personal care items in a food bank setting. Provision of fruit (fresh preferred), vegetables (fresh preferred), nutritional balanced supplements and nutritional products (not inclusive of vitamin and mineral products) and staples in a food bank setting in a cost-effective way.

### **On-site/Home Delivered Meals:**

Provision of prepared meals or food vouchers for prepared meals, in either a congregate dining setting or delivered to those who are homebound due to their HIV infection and cannot shop for or prepare their own food. This service includes the provision of both frozen and hot meals.

Finalized by Texas Department of State Health Services 06/2015

Approved with modifications by Austin Area Comprehensive HIV Planning Council 08/25/2015

**Agency/Personnel /Staff Training**

Staff Qualification	Expected Practice
<p><b>Agency Qualifications</b> According to the United States Department of Agriculture (USDA) food banks must maintain appropriate license/certification.</p>	<p>Food pantry program will meet regulations on Food Service Sanitation as set forth by Texas Department of State Health Services, Regulatory Licensing Unit and / or local city or county health regulating agencies.</p> <p>Current license(s) will be on display at site.</p> <p>Records of local health department food handling/food safety inspection are maintained on file.</p> <p>Agency will be licensed for non -profit salvage by the Texas Department of State Health Services Regulatory Licensing Unit and/or local city or county health regulating agencies.</p>
<p><b>Agency Policies and Procedures</b> According to the USDA, food banks may not discriminate based on factors such as color, national origin or sex. The USDA strives to ensure that it is not supplying any organization that has unfair practices.</p>	<p>The agency shall have policies/procedures for each of the following:</p> <ul style="list-style-type: none"> <li>• Patient rights and responsibilities, including confidentiality guidelines</li> <li>• Patient grievance policies and procedures</li> <li>• Patient eligibility requirements</li> <li>• Data collection procedures and forms, including data reporting</li> <li>• Guidelines for language accessibility</li> <li>• Collection of patient satisfaction and methods to address</li> </ul> <p>Food pantries must display "And Justice for All" posters that inform people how to report discrimination.</p> <p>There must be a method to regularly obtain client input about food preference and satisfaction. Such input shall be used to make program changes.</p> <p>Provision is made to provide food on an emergency basis outside of regular distribution times, but within business hours.</p> <p>Agency will ensure that Ryan White/State Service funding is used as payor of last resort when purchasing items.</p>

<p><b>Staff and Volunteer Qualifications</b></p>	<p>Director of meal program must complete and pass Service Safety certification every three (3) years.</p> <p>An application form is completed for each volunteer.</p> <p>Each staff and volunteer position has written job descriptions.</p> <p>There is a signed confidentiality form on file for each staff and volunteer.</p>
<p><b>Staff/Volunteer Education</b> Staff members are trained, knowledgeable and remain current in food handling.</p>	<p>Agency shall establish an orientation for new staff and volunteers addressing, as applicable, topics pertinent to the task at hand, such as:</p> <ul style="list-style-type: none"> <li>• Safe food handling procedures</li> <li>• Confidentiality issues for delivery personnel</li> <li>• Sensitivity to the HIV/AIDS client</li> <li>• HIV nutrition, based on American Dietetic Association guidelines</li> <li>• Cultural competency</li> </ul> <p>Agency shall train volunteers in food safety.</p> <p>Food preparation staff must attend at least quarterly scheduled trainings provided by a Registered Dietitian on such topics as food purchasing, food handling, safety in the kitchen, HIV nutrition, food temperature, proper sanitation, food packaging, and food storage procedures.</p> <p>Cooks must have experience working in food service, including purchasing and preparation of foods, and have a valid food handler's permit.</p> <p>Personnel files reflect completion of applicable orientation.</p> <p>A record is on file that each volunteer has completed training on food safety.</p>
<p><b>Agency Drivers</b></p>	<p>All drivers delivering meals must hold a valid Texas driver's license and automobile insurance consistent with state minimum requirements.</p> <p>Personnel files of paid and volunteer drivers contain documentation that each is licensed to drive.</p>

**Standards of Care**

Standard	Measure
<p><b>Intake and Service Eligibility</b> According to the HRSA HIV National Monitoring Standards, eligibility for services must be determined.</p>	<p>Agency will receive referrals from a broad range of HIV/AIDS service providers.</p> <p>Eligibility information will be obtain from the referral source and will include:</p> <ul style="list-style-type: none"> <li>- Contact and identifying information (name, address, phone, birth date, etc.)</li> <li>-Language(s) spoken</li> <li>-Literacy level (client self-report)</li> <li>-Demographics</li> <li>-Emergency contact</li> <li>-Household members</li> <li>-Pertinent releases of information</li> <li>-Documentation of insurance status</li> <li>-Documentation of income (including a “zero income” statement)</li> <li>-Documentation of state residency</li> <li>-Documentation of proof of HIV positivity</li> <li>-Photo ID or two other forms of identification</li> <li>-Acknowledgement of client’s rights</li> </ul> <p>Agencies should attempt to get all relevant eligibility information from the referral source before distributing food to the client. If unsuccessful, the client may receive up to two distributions.</p>
<p><b>Payor of Last Resort</b></p>	<p>Staff/volunteers will assist and encourage clients to apply for food stamps (SNAP), Women, Infant, and Children (WIC), or other public and private sector funding, as appropriate.</p>
<p><b>Provision of Services</b> <b>Food Distribution</b></p>	<p>The agency has a written schedule for distribution of food pantry and home-delivered groceries/meals.</p> <p>Clients are notified of the food distribution schedule and any schedule changes at least three days ahead of the distribution date except in cases of unforeseen emergency.</p>
<p><b>Food Safety</b></p>	<p>The program meets all requirements of the local health department for food handling and storage.</p> <p>There is a posted notice in restrooms to remind food handlers that they must wash their hands</p>

	<p>There is a posted notice to alert food handlers to wear disposable gloves before handling unpackaged foods</p> <p>Perishable foods are disposed of by their expiration dates or earlier if any indication of spoilage is evident. Non-perishable foods are disposed of if there is any indication of spoilage, damage, or package tampering</p> <p>If bulk foods are repackaged, there are procedures that ensure safe food handling and storage.</p> <p>Food items that are not pre-packaged obtained from other public and private sector sources should not be distributed. All pre-packaged food items distributed must have a nutritional label.</p> <p>Home-delivered groceries are packaged in a manner that ensures protection from contamination, and ensures that appropriate temperatures are maintained.</p> <p>Foods, excluding produce, are kept at their proper temperatures. Refrigerator and freezer temperatures are regularly monitored.</p> <p>Food storage, preparation, and cooking areas are clean and free from rodents and insects. If necessary, the agency maintains proof of the use of periodic exterminator services</p> <p>If expired non-perishable foods are available, they are labeled as expired and clients who accept them sign an acknowledgment form.</p>
<b>Security</b>	<p>Access to the food pantry is controlled/limited.</p> <p>The food pantry is locked when food distribution is not taking place.</p>
<b>Nutrition Guidance</b>	<p>The agency will develop and implement a program that encourages distribution of healthful foods that consider an HIV client's nutritional, caloric and dietary needs.</p> <p>A registered Dietician (RD) shall be consulted in the development of a nutritional policy that provides guidelines for items that may be offered in the food bank/pantry or prepared for home-delivered meals.</p> <p>There is a plan to address the needs of clients' special diets.</p>

	<p>Program should ensure that available foods are selected taking into account special nutritional needs (incorporating generally accepted nutritional standards), religious requirements, and ethnic food preferences, as appropriate.</p> <p>Attempts should be made on a regular basis to provide choices on food items that meet individual nutritional needs of persons with HIV infection, including the foods that fall into the recognized food categories for good nutrition identified in the Food and Drug Administration or American Dietetic Association standards.</p> <p>A provisional supply of nutritional supplements may be provided to the client with a physician recommendation that outlines the types and amounts of nutritional supplements according to the Medical Nutrition Therapy Standards 2015.</p>
<p><b>Home Cooked Meals</b></p>	<p>Volunteers cooking meals in private kitchens must meet the same standards of hygiene as required for cooking meals on-site.</p> <p>All volunteers cooking/handling meals in private kitchens must possess a Food Handling Card from the local health department and a copy of this card is kept on file by the agency.</p>
<p><b>Discharge/Termination</b> Agency will develop discharge/termination for cause criteria and procedures.</p>	<p>Services may be discontinued when the client has:</p> <ul style="list-style-type: none"> <li>-Chooses to terminate services</li> <li>-Unacceptable behavior directed toward staff or others</li> <li>-Death</li> </ul>
<p><b>Documentation for Agency</b></p>	<p>Inventory of food in the pantry is maintained.</p> <p>Client eligibility for services, actual services provided by type of service, number of clients served and level of services will be collected.</p> <p>Amount and use of funds for purchase of non-food items, including use of funds for only allowable non-food items must be documented.</p> <p>Statement by Agency Director that Ryan White/State Services funds are used as payor of last resort.</p>

<b>Documentation in Client Primary Record</b>	Client eligibility to include: <ul style="list-style-type: none"><li>-Contact and identifying information (name, address, phone, birth date, etc.)</li><li>-Pertinent releases of information</li><li>-Documentation of insurance status</li><li>-Documentation of income (including a “zero income” statement)</li><li>-Documentation of state residency</li><li>-Documentation of proof of HIV positivity</li><li>-Photo ID or two other forms of identification</li><li>-Acknowledgement of client’s rights</li></ul> <ul style="list-style-type: none"><li>-Date food was obtained documented in the client’s primary record<ul style="list-style-type: none"><li>• Only nutritional supplements need to be documented in the progress notes in the client’s primary record.</li></ul></li></ul>
---	---

**References:**

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A  
April 2013. p. 30-32.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B  
April, 2013. p. 36-37.

Texas Department of Health HIV Food Services Standards located within the Program Operating Policies,  
Chapter 13. Located at: <http://www.dshs.state.tx.us/hivstd/pops/default.shtm>

**Food Bank/Home-Delivered Meals Standards of Care  
Austin TGA Ryan White Part A Modifications**

**Staff/Volunteer Education, page 3**

Revised first paragraph; change is in italics:

Agency shall establish an orientation for new staff and *volunteers* addressing, as applicable, topics pertinent to the task at hand, such as:

Revised third paragraph as follows:

Delete “and volunteers”

Revised fourth paragraph as follows; change is in italics:

Cooks must have experience working in food service, including purchasing and preparation of foods, *and have a valid food handler’s permit.*

**Food Safety, page 5**

Revised sixth paragraph; changes are in italics:

All *pre-packaged* food items distributed must have a nutritional label.

Revised eighth paragraph; changes are in italics:

Food items, *excluding produce*, that are not pre-packaged obtained from other public and private sector sources should not be distributed.

**Nutrition Guidance, page 5**

Revised second paragraph as follows:

A Registered Dietician (RD) shall be consulted in the development of a nutritional policy that provides guidelines for items that may be offered in the food bank/pantry or prepared for home-delivered meals.