

Area Agency on Aging District 7, Inc.  
**MEAL SERVICE PROGRAMS**  
**Policy and Procedures**

**Policy Name:** Home-Delivered Meal Delivery

**Created:** 03/20/2015

**Policy #:** MSP-023

**Revised:**

**Reference:** Rule 173-4-04.1 (3), Rule 173-39-02.14 (3)

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**Policy:** Provider will implement steps to ensure the delivery of safe meals.

**Procedures:**

- 1) Provider shall leave a meal only with the consumer or the family caregiver.
- 2) Provider shall use supplies and carriers for packaging and transporting meals that are safe, sanitary and appropriate for the length of the route.
- 3) Provider will notify consumers if delivery of meal will be more than one hour past the usual delivery time.
- 4) Provider will provide the consumer with clear instructions on how to safely heat or reheat a meal and, if the meal is delivered in components (e.g., a vacuum-packed meal), how to assemble the meal.
- 5) For Older Americans Act meals, provider may request approval from AAA7 to deliver a hot meal less than five days per week if delivery of a hot meal one day includes delivery of frozen meals the consumer may store for subsequent day(s). Or, if the consumer chooses, delivery of only frozen meals on a schedule agreed upon by the provider and consumer.