



Tyler County Nutrition Center Policy

UNDER DIRECTION OF THE TYLER COUNTY COMMISSIONERS COURT
OVERSITE COMMISSIONER JOE BLACKSHER, PCT. 1

Policies and Procedures
Tyler County Nutrition Center
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Section 1

Client Rights

All clients of the Tyler County Nutrition Center shall be informed their rights prior to the initiation of services.

All clients shall be informed that they should discuss any issues and/or concerns with the member of commissioners' court that oversees the operation of the Tyler County Nutrition Center.

All clients have the right to see their client files during regular business hours. In order to request access to the file, the client must contact the overseeing commissioner's office.

All clients have the right to file a grievance/complaint with the Tyler County Nutrition Center. Clients also have the right to contact the Area Agency on Ageing if not satisfied with the response of the Nutrition Center to their grievance/complaint (1-800-256-6848).

Non-Discrimination

The Nutrition Center shall comply withal Federal, State and local laws, rules and regulations. The Nutrition Center will also comply with the Texas Department of Health and Human Services policies as related to non-discrimination regarding political affiliation and/or region. The Tyler County Nutrition Center will not discriminate against anyone based on race, color gender, handicap, national origin, sexual preference or age.

Confidentiality

Staff and volunteers are trained that all client information is confidential and cannot be shared.

All clients shall be informed that their client files are confidential and that nay information regarding services that they receive will not be shared without their written consent. Clients must sign a release of information form before any information can be released and/or shared with other agencies and programs.

The release specifically states what information can be shared as well as with whom the information is shared.

Any breach of confidentiality by staff or volunteers is considered a major violation of policy.

Section 2

Congregate Meals

Provision of a meal to an eligible participant at the Nutrition Center.

To be eligible for a congregate meal you must be:

- Age 60 or older, or;
- The spouse of an eligible client, or;
- An individual with a disability who resided in a non-institutional household and accompanies an eligible client for congregate meals.

There is no income restriction for Title III meal programs, but funding availability may necessitate a waiting list for meals. Any eligible client wishing to purchase a meal at full cost may do so without regard to waiting lists whether they qualify as a congregate meal client.

If a paid service provider or volunteer has been debarred or in the process of debarment, they cannot be eligible to serve in any capacity for Tyler County Nutrition Center.

Section 3

Information and Assistance

The Nutrition Center does not provide any type of monetary assistance or utility payment assistance to any clients that we serve.

Outreach

The Tyler County Nutrition Center strives to be a resource for the senior population of Tyler County that we serve and are here to help you locate any needed resources within our means.

You may reach us by calling the Tyler County Commissioners Office at 409-283-7013.

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Section 4

Volunteer Contributions and Service Cost-Share

All programs and services funded through the Older Americans Act must provide clients with the opportunity to make voluntary contributions.

Each person has the right to privacy regarding all voluntary contributions and whether contributions are made or not will be discussed with any person.

No one is denied services regardless of their ability or inability to contribute and will not affect the services that are provided.

Meals and nutrition related services that are funded through the Older Americans Act are not cost-shared services.

If services are provided through funding which permits or requires a cost-share, the Nutrition Center staff shall inform clients of the conditions for participation in that specified program. The Nutrition Center shall have a procedure for assessing and collecting fees for any cost-shared services.

A fee for the cost of supplies, materials, and/or the time of a professional instructor for certain programs provided at the Nutrition Center may be required for participation in some activities. If a fee is required, this will be posted and announced prior to the activity of service occurring.

Individuals under the age of 60 years may on occasion receive services, however these individuals or a sponsor for these individuals must pay the full cost of the services if funding sources requires it.

- 1) Providers shall assure that contributions shall be used only to support or expand the nutrition program including:
 - a. Provision of additional outreach activities
 - b. Provision of additional nutrition screening, education, and counseling services
 - c. Purchase of transportation services that will increase or enhance attendance at nutrition sites
 - d. Improve meal quality
- 2) Providers shall assure that no participant is denied service due to an inability or unwillingness to make a voluntary contribution
- 3) Providers shall assure that solicitations of voluntary contributions are non-coercive in nature.

Section 5

Meals and Food Services

Meals are prepared in the Tyler County Nutrition Center located at 201 Veterans Way, Woodville, TX. The meals are prepared daily and delivered to the senior citizens of Tyler County at the above listed location.

The meals that are provided are prepared to meet the 1/3 of the daily recommended allowance for person aged 60 years or older.

The following are the state policies regarding the food served at Senior Centers:

- Any food item intended to be served at the Senior Center cannot be taken home by participants or staff, except for fresh fruit.
- Absolutely no food prepared, frozen or canned in the home may be used with meal financed with State or Federal funding.
- Covered dish meals may not be served at the Nutrition Center.
- Participants may bring their own condiments, i.e., salt, pepper, ketchup, mustard, pepper sauce and so forth. However, these are only for the personal use of the participants that bring them and may not be shared.

Menus are approved by a registered dietician. Special attention is paid regarding the likes and dislikes of the seniors who receive the meals and every effort is made to provide an enjoyable meal.

Section 6

Personal Care Home Residents and other Social Service Agency Clients

The Tyler County Commissioners Court, and/or the Commissioner of Oversight has the right to deny services based on availability and appropriateness of activity.

All employees and volunteers will have a background check prior to being able to serve clients to ensure they have not been previously debarred. This will be conducted by the Tyler County Human Resources Department, located in the Tyler County Treasurer's Office at 100 W. Bluff, Room 003, Woodville, TX.

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Section 7

Incident and Accident

The following is our policy should a client be injured or become ill while in the Nutrition Center:

- An ambulance will be called there is any indication that the client is a risk or needs emergency care
- Certified staff will administer first aid until emergency personnel arrives
- Responding emergency personnel will provide emergency medical care. If a client refuses to be transported by ambulance to the hospital and it is recommended by the emergency personnel, a family member or responsible party must pick up the client immediately.
- No client will be transported by Nutrition Center staff in an emergency.
- If a client is transported by ambulance to the hospital, a staff member (if staffing permits) will accompany the client and wait until a family member or responsible party arrives.
- An incident report shall be filled out and returned to the Oversight Commissioner as quickly as possible and documented in the client's file.
- Safety Training is given quarterly to help prevent incidents and accidents in the Nutrition Center.
- An evacuation plan is posted in the Nutrition Center; fire and tornado drills are conducted monthly.

The office staff will notify AAA within one working day and notify DADS case manager in writing within one working day regarding any of the above instances.

Section 8

Volunteers

Volunteers are essential to all programs and services provided through the Nutrition Center. Any person that wishes to volunteer should consult with the Oversight Commissioner.

Volunteer task will be assigned to the volunteer and a mentor within the staff of the Nutrition Center, according to volunteer assignment, will provide supervision for the volunteer.

Volunteer orientation, training, instructions, recognition, and appreciation will be provided to all volunteers

Volunteers must follow rules, policies and procedures for the program to which they are assigned.

All volunteers will be subject to background checks.

Volunteers participating in the meals program may be provided a meal when the following criteria are met:

- They are 60 years or older
- The spouse of an eligible person
- The meal being provided does not deprive an older person from receiving a meal

Any volunteer considered incapable of performing duties may be relieved of volunteer duties by the Oversight Commissioner.

Section 9

Disruptive Behavior

Any behavior that causes dissension, unpleasantness and interferes with the enjoyment, caring and supportive atmosphere of the Nutrition Center constitutes disruptive behavior. This includes unwillingness to comply with the Nutrition Center rules/regulations as well as policies and procedures. This behavior may be repetitive or spontaneous. All Nutrition Center services are governed by this policy.

Disciplinary Actions

- First Offenders

At the time of the disruptive behavior, a staff member will consult with the Oversight Commissioner before speaking privately to the client. Upon direction from the commissioner, the staff may let the client know that certain behaviors or conditions are not acceptable at the Nutrition Center. The client may be asked to leave for the day, with the understanding that the person will be welcomed back when the behavior or condition has improved. Documentation by the staff, and signed by the commissioner, shall be placed in the client's file.

- Repeat and Chronic Offenders

Following a second incident of disruptive behavior, a staff member will consult the Oversight Commissioner and will document incident in the client file. The Commissioner will visit with the client to try to resolve any issues and enforce any suspension or removal from the Nutrition Center. The commissioner will need to review the readmission of the client to the Nutrition Center Program.

When disruptive behavior persists and no resolutions can be found, a letter of termination and grievance procedure will be sent to the Area Agency on Aging.

Section 10

Emergencies

In case of an emergency where the well being of clients, staff or volunteers are in jeopardy some of the steps listed may be omitted the discretion of the Oversight Commissioner. For example, an intoxicated client may refuse to leave the Nutrition Center at the request of the staff and the policy may be called to escort the person from the building. In such cases, especially when the police are involved, a full report will be completed and sent to the appropriate individuals and agencies.

Cancellation of Services due to Inclement Weather

In cases of hazardous conditions, a decision by the Oversight Commissioner will be made to determine whether the program will operate under standard procedures.

Participants will be notified of closing by a staff member and/or media outlet.

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Section 11

Appeals and Grievance Procedures

A client has the right to an appeal if he/she is dissatisfied with the decision of the Oversight Commissioner to terminate services. The following are the steps a client should take to file an appeal:

- The client shall notify the Oversight Commissioner in writing that the termination was not satisfactory. A request must be made for an appointment with commissioner to discuss the written appeal within two weeks of receiving the notice of termination.
- The Oversight Commissioner will schedule a meeting within two weeks to discuss the issues.
- The Oversight Commissioner will make every effort to resolve the issues, which will include a total review of the original actions and proceedings that led to the appeal and consult with the Area Agency on Aging and DADS.
- The Oversight Commissioner will then notify the client in writing within two weeks of the recommendations and/or corrective action to resolve the appeal. The client shall notify the Oversight Commissioner in writing within two weeks whether the resolution is satisfactory.

In the event the appeal is not resolved to the client's satisfaction it may be referred to the Deep East Texas Council of Governments Area Agency on Aging. The Nutrition Center will cooperate with the above agency to attempt to resolve the appeal in all steps of the process.

Section 12

Reduction or Termination of Services

Services may be reduced or terminated when the Nutrition Center is unable to continue those services at the established level. Violation of the rules of participation or the reservation policy may also result in the reduction or termination of services.

Clients whose services are reduced or terminated will receive:

- 15-day notice of change or termination
- Offer other available service options
- Reason for the reduction or termination of services
- Effective date of the change or termination of services
- Information on the appeals/grievance process

Clients violating the Rules of Participation and putting other clients, staff or volunteers at risk do not have to receive a 15-day notice. Clients who habitually violate the Reservation policies will receive notice three business days prior to suspension/termination of services.

Section 13

Smoking

The surgeon General of the United States has determined that smoking of tobacco constitutes a health hazard. Smoking of tobacco inside the Nutrition Center is strictly prohibited. The Oversight Commissioner may designate exterior smoking areas if containers of non-combustible materials and safe design are provided for the safe disposal of tobacco products.

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Section 14

Reservation System

Sated in the Older Americans Act #331, Subpart 1, concerning Program Authorization

- Providers of congregate nutrition services shall use an advance reservation system to determine the number of meals necessary for each day's services
- Providers shall serve eligible drop in seniors and other unscheduled guests only after participants who have reserved meals in advance are served in full portion
- Providers shall establish polices and procedures advising participants of the requirements of the reservation system

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Section 15

Enrollment Process

- Complete initial intake form, date, and sign
- Receive, read and sign participants manual

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POLICY EXHIBITS

AUTHORIZATION FOR BACKGROUND CHECK

(Please read and sign this form in the space provided below. Your written authorization is necessary for completion of the application process.)

I, _____, hereby authorize Tyler County to investigate my background and qualifications for purposes of evaluating whether I am qualified for the position for which I am applying. I understand that Tyler County will utilize an outside firm or firms to assist it in checking such information, and I specifically authorize such an investigation by information services and outside entities of the company's choice. **I also understand that I may withhold my permission and that in such a case, no investigation will be done, and my application for employment will not be processed further.**

Signature of Employee

Date

Employee's Name - Printed

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Tyler County Nutrition Center Grievance Form

Your Name:	
Date:	
Address:	
Phone Number:	
Department this complaint concerns:	Personnel <input type="radio"/> Meals <input type="radio"/> Other Client <input type="radio"/> Facility <input type="radio"/>
Complaint Information	
Date of Incident	
Time of Incident	
Location of Incident	
Please describe the details of the issue in which you would like to submit the Grievance for:	
Please List Witnesses:	
Is the first time you have submitted a concern on this issue?	

Official Use ONLY	Oversite Commissioner: Joe Blacksher
Date Complaint Received	
Date Complaint Addressed	

Tyler County Nutrition Center Disciplinary Action Form

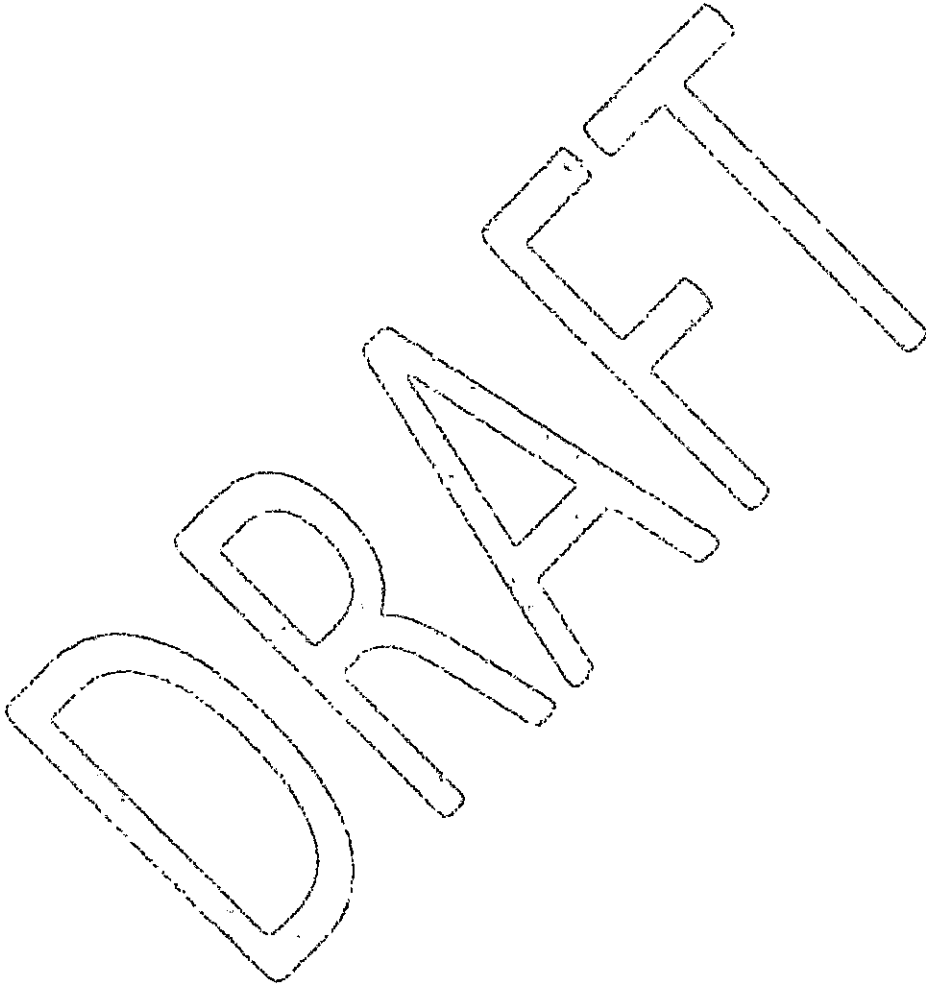
Your Name:	
Date:	
Address:	
Phone Number:	
Department concerns:	Personnel <input type="radio"/> Meals <input type="radio"/> Other Client <input type="radio"/> Facility <input type="radio"/>
Disciplinary Action	
Date of Incident	
Time of Incident	
Location of Incident	
Please describe the details of the issue in which this action concerns:	
Please List Witnesses:	
Is the first time you have submitted a concern on this issue?	

Official Use ONLY	Oversite Commissioner: Joe Blacksher
Date Received	
Date Addressed	

Tyler County Nutrition Center Contact Information:

Oversite Commissioner: Joe Blacksher

Office Phone: 409-283-7013



Tyler County Nutrition Center

**201 Veterans Way
Woodville, TX 75979**



Congregate Meal Survey 2023

1. Overall, how would you rate the quality of the food?
Above Average: _____ Average: _____ Poor: _____
2. Is the Food served at the appropriate time?
Above Average: _____ Average: _____ Poor: _____
3. Overall, how would you rate the taste of the meals?
Above Average: _____ Average: _____ Poor: _____
4. Is the staff kind, friendly and courteous?
Above Average: _____ Average: _____ Poor: _____
5. Please list below any suggestions you might would make:

It is an honor and privilege to serve you. Should you have any questions or concerns, please do not hesitate to contact me at 409-283-7013. In accordance with the Federal and State laws this survey is governed by the confidentiality law. Thank you for taking the time to complete the survey.

Joe Blacksher, Oversight Commissioner, Tyler County Pct. 1

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