



# **Marquette County Department of Human Services**

## **Add LIFE Senior Dining Site Participant Code of Conduct**

**Welcome to *Senior Dining!***

We are committed to providing nutritious, sanitary, safe nutrition sites and fostering the well-being and health of participants, volunteers and employees. As a result of this commitment, there are expectations that promote everyone's rights. These guidelines are intended to make everyone feel welcome and safe.

### **PARTICIPANTS HAVE A RIGHT TO EXPECT:**

- A dining site that is safe, comfortable, clean and has a cheerful, friendly atmosphere that promotes socialization and offers health promotion activities
- Wholesome meals and menus that meet nutrition requirements
- Food that passes inspection, meets standards and is safe for consumption
- Qualified, well-trained staff
- Provisions for accessibility for handicapped individuals

### **EXPECTATIONS OF PARTICIPANTS:**

#### **1. EVERYONE IS WELCOME**

The dining sites shall be friendly, inviting places for senior citizens to congregate. Behaviors that prevent people from using and enjoying the dining sites are prohibited. The goal of the senior nutrition program is to serve all of the seniors that we can. However, if someone's behavior is found to be negative, dangerous or threatening, the Aging Unit office reserves the right to refuse services. We ask that conversations and behavior be respectful of others. **Inappropriate, harsh, harassing, discriminating or disrespectful acts will not be tolerated.** The use of appropriate language is expected and anything believed to be sexually inappropriate will not be tolerated. Any threatening, violent or otherwise undesirable behavior may be subject to progressive disciplinary action that could result in suspension or expulsion from the program, and/or notification of law enforcement authorities.

#### **2. RESERVATIONS ARE NEEDED**

To avoid food waste yet ensure we have an adequate number of meals for our participants, we must require reservations. You are responsible for making your own reservation by signing in at the Dining Site or calling the office by 3:00 p.m. of the day before you wish to attend. Also, please call the office to cancel your reservation if you are unable to attend that day. This will help save meal costs.

#### **3. "DRESS" FOR MEALS**

Appropriate "street" dress is required when attending meals. This means no nightwear, no bare or stocking feet, and no clothing that may be offensive to others. And for everyone's dining enjoyment please bath regularly and practice good personal hygiene.

#### 4. PRAYER

You have the choice whether or not to pray; silently or audibly. The prayer may not be led, sponsored or organized by the persons administering the nutrition program or dining centers.

#### 5. CARRYOUTS

Carryout Meals are not allowed. If an individual is unable physically to attend the Dining Site they may be eligible for Home Delivered Meals. Please call the office if you have any questions.

#### 6. NO SAVING SEATS

Everyone is free to choose where he or she wants to sit-- first come, first served. Please do not sit at the Nutrition Program tables during lunchtime if you are not registered for lunch. To avoid a possible fall hazard, "tipping seats" is prohibited.

#### 7. DONATIONS

The Nutrition Program relies on donations to provide meals. Federal and state moneys pay only a portion of meal costs. Please donate what you can. No one who is eligible will be denied a meal if they are unable to contribute toward the cost of the meal. People who are not eligible for the Nutrition Program must pay the full cost for their meal. If you have any questions please call the Aging Unit Office at 297-3146.

#### 8. NUTRITION SCREEN and REGISTRATION FORM

It is a federal funding requirement that all participants complete the annual nutrition screen checklist, as well as the registration form that includes some personal information. This information is needed to receive funding for the program. Also, if you are at nutrition risk, written education is available to you. You may also ask to speak to a local dietitian, if you would like additional information or nutrition education.

#### 9. FOOD SAFETY- TAKING FOOD HOME

You may take home any part of the meal served to you. Once the food leaves the dining site, it is your responsibility to assure it is handled safely. We encourage you to bring a cooler/lunch bag with a cold pack to keep the food/milk cold until you can refrigerate it. This should be done as soon as possible- food should not be at room temperature longer than 2 hours. **For your safety, you may not remove any food items from the garbage.**

*We ask that everyone be respectful of one another when participating in the Nutrition Program. If you ever feel that you have been treated unfairly by staff or a volunteer, or another participant at the dining site, you may file a grievance/complaint.*

*We value your input! If you have any questions, comments or concerns please call -297-3146. Respectfully,*

\_\_\_\_\_, *Nutrition Program Supervisor*

Read and agreed to by: (participant) \_\_\_\_\_ Date: \_\_\_\_\_