

Marquette County Department of Human Services

Senior Nutrition 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:

- 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 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 Department 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 to 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 calling the office by 3:00 p.m. 1 business day before you wish to have a meal. You may be placed on the meal route with an ongoing schedule. However, please call the office to cancel your reservation if you are unable to receive the meal that day. This will help save meal costs.

3. "DRESS" FOR MEALS

Appropriate "street" dress is required when receiving meals. This means clothing that covers the participant and isn't offensive. Lack of clothing or just undergarments are not appropriate. 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 meals.

5. CONTRIBUTIONS

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 the office at 608-297-3146.

6. 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 the registered dietitian, if you would like additional information or nutrition counseling.

7. FOOD SAFETY

Once the food is delivered to your door, it is your responsibility to assure it is handled safely. We encourage you to eat or refrigerate it immediately upon receipt. This should be done as soon as possible- food should not be at room temperature longer than 2 hours.

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.

Sincerely _____ *ing and Disability Services Manager*

Date: _____

Read and Agreed to by: (participant) _____ *Date:* _____

Please Print Name: _____