

## Home Delivered Meals

### Participants Served

#### 2021 Data

Site	December	January	February	March	April	May	June	July
Clintonville	36	35	37	37	41	36	38	35
Iola	14	15	16	10	14	15	17	19
Manawa	13	13	14	14	16	15	13	11
Marion	7	6	6	6	6	7	9	5
New London	23	23	28	26	26	26	25	25
Waupaca	70	69	75	73	63	70	67	67
Weyauwega	17	19	17	16	16	17	14	17
<b>Total</b>	<b>180</b>	<b>180</b>	<b>193</b>	<b>182</b>	<b>181</b>	<b>186</b>	<b>183</b>	<b>179</b>

\*New London Nutrition site served an additional 5 participants from Outagamie County during the month of March 2021.

\*New London Nutrition site served an additional 4 participants from Outagamie County during the month of April 2021.

\*New London Nutrition site served an additional 4 participants from Outagamie County during the month of May 2021.

\*New London Nutrition site served an additional 4 participants from Outagamie County during the month of June 2021.

\*New London Nutrition site served an additional 4 participants from Outagamie County during the month of July 2021.

## Bistro 60 - Voucher

### Participants/Meals Served

#### 2021 Data

Site	July	
	Participants	Meals (Vouchers Redeemed)
Manawa – Smith’s Steakhouse	25	41
<b>Vouchers Outstanding</b>		<b>265</b>

#### New Registrations:

June: 22

July: 22

August (Thus far): 8

# WAUPACA COUNTY ELDERLY NUTRITION PROGRAM

## September 2021

Caterer: Schueller's Great exSPECHTations

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
30 Ranch Turkey, Bacon, & Cheese Salad on a Croissant, Lettuce Broccoli Salad Marinated Tomatoes Applesauce	31 Lemon Pepper Cod tartar sauce Potato Wedges Coleslaw Peaches Rye Bread & Butter	1 Chicken Scampi Pasta with Peppers & Onions Key West Vegetables Pears Dessert	2 Swedish Meatballs Mashed Potatoes Beets Fruit Pie Bread & Butter	3 Ham & Cheese Sandwich Potato Salad 3 Bean Salad Banana Chocolate Milk
6 Labor Day <b>Program Closed Due to Holiday</b>	7 Polish Sausage & Sauerkraut American Fries Baked Beans Fruit Cocktail Dessert Bread & Butter	8 Lemon Thyme Chicken Mashed Potatoes, Gravy Squash Pears Bread & Butter	9 Beef & Broccoli with Rice Carrots Fruit Salad Bread & Butter	10 BBQ Pork Riblet Baby Bakers Green Beans Mandarin Oranges Bread & Butter Chocolate Milk
13 Chili with Beans Mixed Vegetables Applesauce Cornbread Dessert	14 Chicken Macaroni & Cheese Casserole with Peas Strawberry/Orange Spinach Salad with Poppy Seed Dressing	15 Drunken Pork Chop Mashed Potatoes, Gravy Beets Pears Bread & Butter	16 Beer Battered Cod, Tartar Sauce Twice Baked Potatoes Hummus Pasta Salad Fresh Fruit Rye Bread & Butter	17 Tater Tot Casserole Green Beans Fruit Cocktail Bread & Butter Dessert Chocolate Milk
20 Stuffed Peppers in Tomato Sauce Baby Red Potatoes Peaches Bread & Butter Dessert	21 Roast Pork, Gravy Mashed Potatoes Key West Vegetables Tropical Fruit Dinner Roll & Butter	22 Mushroom & Swiss Burger on a Bun Scalloped Potatoes Calico Baked Beans Sliced Apples with Caramel Sauce	23 Turkey Ala King with a Biscuit Corn Cranberries Dessert	24 Tuna Salad on a Croissant, Lettuce Potato Salad Broccoli Cauliflower Salad Mandarin Oranges Chocolate Milk
27 Baked Ham Sweet Potatoes Green Bean Casserole Pineapple Bread & Butter	28 Imitation Crab Bake Tater Puffs Corn Tropical Fruit Bread & Butter	29 Ranch Chicken Breast Mashed Potatoes, Gravy Cinnamon Sugar Glazed Carrots Pears Bread & Butter Dessert	30 Beef Stew with a Biscuit Baked Beans Mandarin Oranges Dessert	1 Italian Beef on a Sub Bun with Cheese, Banana Peppers Garnish Potato Wedges Sweet Pepper Coleslaw Peaches Chocolate Milk

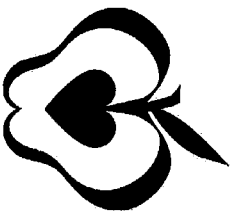
**Reminder --- Call by 12pm the day before to cancel your meal**

Waupaca- 715-258-9598

Weyauwega, Iola & Manawa- 920-867-3213

Key explaining some of the names

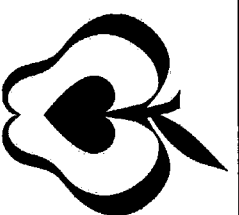
\*\* Menu Subject to Change\*\*



# Waupaca County Senior Nutrition Program

## Quick Bites

### The Seed of Heart Health



Certain Fats and oils commonly get a bad reputation because of their high caloric values and promotion of chronic illness like Heart Disease. While fats and oils are best consumed in moderation, there are two healthful types that when eaten help reduce our risk of developing Heart Disease. When we consume food items rich in Mono- and Polyunsaturated fats, we take the stress off of our hearts by *eliminating* unhealthy fat stores *instead of building them up*. According to the Dietary Guidelines for Americans, each person should be consuming **less than 10% of their total calories per day from saturated fats by exchanging them with unsaturated fat sources**. In addition to being rich in heart healthy fats, many foods high in poly- and monounsaturated fats are filled with vitamins such as Vitamin A, D, E, and K!

- Fat and oil sources rich in monounsaturated fats include: olive, canola, peanut, safflower, and sunflower oils as well as animal fats.
- Polyunsaturated fats include: sunflower, corn, soybean, and cottonseed oils, nuts, and FLAXSEEDS!

Flaxseeds are a great polyunsaturated fat source while also providing the added benefit of fiber. Many today add flaxseeds to food and drink items like smoothies, soups, oatmeal, etc. to help increase the nutrient content. Here are some cooking tips when using flaxseeds.

- Soak flax seeds overnight before usage to improve digestion
- Make sure to grind up whole flax seeds before use
- Substitute for flaxseed oil when cooking with oils
- Add flax seeds to warm liquids like soups, mashed potatoes or oatmeal for a uniform texture

Fun, healthful recipe ideas using flax seeds (including the Flaxseed Cookbook!) can be found at [https://gwaar.org/beneficial-bites\\_1](https://gwaar.org/beneficial-bites_1). Once at the page find your recipes by clicking on the "E-F Beneficial Bites" and looking for "Flaxseed Recipe Cards 1 & 2"

The Older Americans Act allows persons age 60 and over, their spouses and program volunteers to pay for their meals with a donation. *Waupaca County Nutrition Program encourages a \$4.25 meal donation. All others must pay full price for each meal, which is \$8.38 per meal.*

For the most current menus visit: [https://www.waupacacounty-wi.gov/departments/health\\_and\\_human\\_services/aging\\_and\\_disability\\_resources/menus.php](https://www.waupacacounty-wi.gov/departments/health_and_human_services/aging_and_disability_resources/menus.php)

**Aging and Disability Resource Center**  
Waupaca County  
811 Harding Street  
Waupaca, WI 54981  
(715)-258-6400  
[www.yourADRCresource.org](http://www.yourADRCresource.org)



Aging & Disability Resource Center  
of Waupaca, Outagamie and Winnebago Counties

## Goals to Enhance Programs

<b>Focus area: Title III-B Supportive Services</b>		<b>Due Date</b>
<b>Goal statement:</b> Create and implement a transportation coordination strategy to support participants and provide accessibility to services of Title III-C.		Dec. 2024
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data. SAMS Data will be used to measure the growth of participants of the title III-C program.		
<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Determine the needs in each community by collecting data from annual survey to participants of the program.		Dec. 2022
Action step: Create and distribute survey to program participants.	Survey has been reviewed and approved by Committee on Aging	June 2022
Action step: Analyze data from completed surveys to determine the transportation needs.	# of surveys returned and survey data points	Dec. 2023
<b>Strategy 2:</b> Explore and connect with community partners to share transportation needs of the title III-C program and share the available resources.		Dec. 2023
Action step: Identify community partners in communities throughout Waupaca County including: Waupaca, Weyauwega/Fremont, Iola/Scandinavia, Marion, Manawa, New London, Clintonville.	At minimum one community partner in each of the communities listed has been identified.	June 2023
Action step: Share data collected from each respective community identifying the needs of program participants.		June 2023
Action step: Strategize with individual community partners in identifying their role in addressing the needs.	Create a minimum of two strategies with community partners to address the needs.	Dec. 2023
<b>Strategy 3:</b> Advertise transportation resources to participants of the title III-C program and share with community partners to advertise in their communities.		Dec. 2024
Action step: Creating resource materials to distribute to community partners and participants.	When informational material is provided to participants and community partners.	June 2024
Action step: Create a system to connect participant needs to available resources.	SAMS data will be used to track the number of participants in the program and track the growth.	Dec 2024
<b>Annual progress notes</b>		



<b>Focus area: Title III C Elderly Nutrition Program</b>		<b>Due Date</b>
<b>Goal statement:</b> The Waupaca County Senior Nutrition Program aims to grow the quality of nutrition education offered to program participants, a focus of this goal will be implementation of opportunities across both Home Delivered Meals and Congregate Programs (both traditional and voucher).		Dec. 2024
<b>Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data.</b> Our success for meeting this goal will be measured through satisfaction survey data (incorporated with annual nutrition program survey), event feedback forms, and participation trends.		
<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1: Focus on in-person programming opportunities within the traditional nutrition sites. The annual nutrition education plan for year 2023 and moving forward will include a minimum of one in-person event offered each quarter at each traditional nutrition site.</b>		Dec 2023
Action step: Development of a variety of nutrition education topics and presentation methods to suit a variety of interests. Nutrition director and program nutritionist will collaborate to create an annual nutrition education plan that will build in a variety of educational offerings covering a wide variety of topics – ideas for in-person events include but are not limited to: video screenings followed by discussion, book clubs, cooking demonstrations, nutrition clinics (like Stepping Up Your Nutrition), etc.	<b>Completion of annual nutrition education plan &amp; completed schedule of events</b>	Oct. 2022
Action step: Utilize community partners to supplement education topics. Coordination with Title IIID and other health/nutritionally focused organizations can enhance the impact of nutrition education programming. Possible partnerships include but are not limited to: title IIID, local hospitals/medical organizations, local food pantries, etc.	<b>Coordination has been scheduled or explored with a variety of community partners</b>	Dec. 2022
Action step: When possible create a virtual version of the event that can be shared with homebound individuals or voucher program participants. Utilize platforms such as Facebook Live, Zoom, etc. to create a virtual version or a do-it-at-home version of nutrition education programs when possible. For example, a cooking demonstration could be recorded and information made accessible for homebound individuals to access at home.	<b>Virtual version of each event is considered and when possible coordinated and executed</b>	Var. 2023
Action Step: Implement above described activities within the nutrition sites, monitor success, and adjust as needed.	<b>The success of the above described programming will be measured through event feedback forms, participant testimonials, participation trends, etc.</b>	Var. 2023
<b>Strategy 2: Increase quality of nutrition education print materials provided across programs by expanding current distribution to be a nutrition program newsletter.</b>		Jan. 2023
Action step: Exploration of funding needs, logistics, staffing and time needed to expand current distribution to be a nutrition program newsletter. Exploration of creating electronic version of newsletter.	<b>Detailed plan of newsletter execution has been created and approved</b>	June 2022

Action step: Creation of template and planning in 3 month chunks of content.	<b>Finalized template and content plan has been created</b>	Dec. 2022
Action step: Distribute newsletter monthly across program participants, monitor success, adjust as needed.	<b>The success of the above will be measured through feedback forms and annual survey.</b>	Jan. 2023
<b>Annual progress notes</b>		



<b>Focus area: Person-Centered Services, Maximizing Consumer Choice and Control</b>		<b>Due Date</b>
<b>Goal statement:</b> Title IIIC-1 programs will promote consumer choice through collecting menu and meal item input regularly from participants. Title IIIC-2 will add more consumer choice through introducing frozen entrée choices that can be ordered in lieu of that day's meal.		<b>Dec. 2023</b>
<p><b>Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data.</b></p> <p>Goals within the Title IIIC program will be met when an annual menu survey is created, distributed, and analyzed to help inform the programs. Data from the survey will help inform an annual menu review with program partners.</p> <p>An additional goal within the Title IIIC-2 program will be met when additional frozen entrée choices can be introduced to the program and made available for participants.</p>		
<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1: Use annual menu survey to inform menu planning and enhance consumer choice and control.</b>	<b>Distribution of survey and incorporation of data</b>	<b>Jan. 2023</b>
Action step: Create an annual menu input survey with guidance and input from Nutrition Advisory Council.	Survey has been reviewed by nutrition advisory council	Mar. 2022
Action step: Distribute and collect survey information, compile into a report.	# of surveys returned	Aug. 2022
Action step: Share data from survey with program partners in annual menu review meeting.	Meeting is held with input incorporated to menus	Oct. 2022
<b>Strategy 2: Create a "Monthly Feature" frozen entrée program for Home Delivered Meals.</b>	<b>1-2 additional frozen entrees are available to participants</b>	<b>June 2023</b>
Action step: Locate and contract with program partner for monthly featured entrée program.	Contract for program has been established	Jan. 2023
Action step: Create menu for program using participant input.	12-16 entrée options have been chosen based on menu survey data	April 2023
Action step: Create ordering system and begin offering menu choices to participants.	# of frozen entrees ordered by participants	June 2023
<b>Annual progress notes</b>		

\* IIIC-1 = Congregate  
 IIIC-2 = Home Delivered Meals



## Request for Voucher Program Approval Form

A nutrition program may develop a program for issuing vouchers or coupons which are redeemable for meals at a restaurant, café or other food service establishment after receiving approval from the AAA and BADR. Sections XX of Chapter 8 of the *Manual of Policies and Procedures for the Wisconsin Aging Network* outline standards that must be met when implementing voucher programs.

**Instructions:** Please complete the form with as much detail as possible and submit to the AAA and BADR for review and approval. If more than one voucher program location is being proposed, please complete one form for each location.

**County/Tribal Aging Unit and/or ADRC:** Waupaca County DHHS

**Nutrition Director:** Megan Hintz

**Phone Number:** 715-258-6278

**Email:** [megan.hintz@co.waupaca.wi.us](mailto:megan.hintz@co.waupaca.wi.us)

**Program Nutritionist (if different):** Heidi Draeger

**Email:** [heididraeger@hotmail.com](mailto:heididraeger@hotmail.com)

### Nutrition Program Resources

1. How many hours per week does the **nutrition director** dedicate to administering the nutrition program? (a full-time nutrition director is required, Section 8.2.1)  
**40**
2. Is the nutrition director also a qualified **program nutritionist**? (services of a qualified dietitian or nutritionist are required, Section 8.2.3)  
**No**
3. How many hours per week does the **program nutritionist** work for the nutrition program? (at least four hours per week is required, Section 8.6.5.5.1)  
**4**
4. Will the **program nutritionist** work additional hours when the voucher program is being planned or implemented? If so, please explain.  
**Program nutritionist will assist the nutrition director in creating the program-approved menu which follows chapter 8 nutritional requirements. Program nutritionist will work necessary hours needed to ensure success of the new menu and offer additional help to the restaurant.**
5. Explain why a voucher program is needed (*Further explanation has been provided previously*).  
**Waupaca County is committed to our seniors to reduce hunger, promote socialization, and provide a nutritious meal. Between the years 2014-2019, congregate dining throughout Waupaca County has seen a decrease in over 9,000 meals (this data is pre-pandemic). Eligible participants throughout the county, including the community of Weyauwega/Fremont, are no longer interested in the traditional senior dining model. To meet the needs of participants and build participation a new model is needed. The restaurant model has proven to be effective in other areas of the state as well as Waupaca County evidenced by increased participation. The voucher program will be necessary to provide individuals with a new style of dining while able to maintain the budget.**

6. Will the voucher program be implemented in a new dining center location? If so, indicate why a new dining center is needed and if the nutrition program has sufficient resources to support a new dining center.

**Waupaca County currently does not have a dining site in the community of Weyauwega/Fremont. Waupaca County reviewed many alternative dining options and has determined a voucher program at a local restaurant will best meet the needs of this community. On the recommendation of advisory committees, Waupaca County DHHS Board voted to pursue closure of the traditional congregate site and establishment of a voucher model in this community on September 2, 2020. The closure of this site on the grounds of low participation was approved by GWAAR in June 2021.**

7. Will an existing dining center(s) close or reduce days of service when the voucher program is implemented? If yes, please submit a **Dining Center Closure or Days of Service Change Form** to the AAA and BADR.

**There is not currently any other congregate dining site in this community.**

### **Food Service Establishments**

1. Please complete the following information for each food service establishment that plans to participate in the voucher program:

**Food Service Establishment Name:** Hotel Fremont

**Address:** 218 Wolf River Dr.

**City:** Fremont WI 54940

**Owner/Contact Person:** Lisa Socha

**Phone Number:** 920-446-2402

2. Explain your process and reasons for selecting this location as a senior dining center. Is the food service establishment located in an area of the county or tribe where there are limited options available for food or nutritious meals? Are there a sufficient number of older adults in this area who could participate? Is there adequate interest from older adults in the community in this location? Include any information from surveys, focus groups, listening sessions, etc. for justification.

**This new voucher site is located about 10 minutes from the previous congregate site meaning that its location is convenient for the small population of seniors who regularly visited the congregate site. Additionally it is well known amongst the community and quite popular and near to other amenities within the community. The existing voucher site in Manawa, Waupaca County which launched in July 2021 has been quite popular across the county (as of the time of this writing 52 individuals have registered for the program and received Vouchers). Currently 15% of registered participants for the voucher program are located within the Weyauwega-Fremont communities. We anticipate with the launch of a secondary voucher site within these communities the program would reach even more residents from this area of the county.**

3. Which days and times will the food service establishment serve voucher program participants?

**Monday – Sunday 7am – 9pm (includes Breakfast, Lunch, Dinner)**

4. Is the food service establishment open to the public and eligible individuals feel welcome to attend?

**Yes, restaurant is open to the public, people of all ages feel welcome in the restaurant**

5. Is the food service establishment licensed and regularly inspected by the local public health department? Please attach a copy of the most recent inspection results.  
**Yes, see attached**

6. Does the food service establishment meet accessibility requirements (Section XX)? If not, explain the plan for meeting requirements including when requirements will be met.  
**Hotel Fremont meets requirement of Section XX**

7. Does the food service establishment have appropriate parking?  
**Parking lot along the side of the building, handicap accessible parking, single level entrance (no stairs), additional street parking available with additional lot across the street.**

8. Does the food service establishment have appropriate emergency preparedness procedures in place that can accommodate an older adult population?  
**Nutrition Director will work with restaurant to develop emergency preparedness procedure to accommodate participants of the program.**

9. Will the food service establishment allow nutrition program staff to inspect the food preparation and storage areas of the food service establishment?  
**Yes**

10. How many diners can the food service establishment accommodate at one time? **75**

11. Will the food service establishment also provide home delivered meals? If not, how will home delivered meals be provided to eligible participants in the area?  
**No the restaurant will not provide HDM. Weyauwega/Fremont home delivered meals will be packaged by program caterer in Waupaca and transported to Weyauwega community for volunteer delivery.**

## Nutrition Standards

1. Have the food service establishment staff been educated on meal standards (including meal pattern and component requirements and portion sizes)? **Yes**
2. Is the food service establishment capable of providing at least one meal that meets nutrition program standards (1/3 DRI and compliance with Dietary Guidelines for Americans)? If there are any concerns, please explain. **Yes**
3. Explain how the nutrition program and food service establishment will coordinate to create and approve menus and/or food choices available to program participants before they are offered. What will the procedure be for communicating menu changes and substitutions?  
**The menu will be created jointly with the owner/chef of the restaurant along with Nutrition Director and Program Dietician. Nutrition Director and Program Dietician will approve any changes to the**

menu prior to implementation. The restaurant staff will notify Nutrition Director immediately of any last minute substitutions or changes, which need to be made.

4. How will menus and/or food choices be advertised/offered to voucher participants?  
**Participants will present voucher to wait staff when first seated. Wait staff will then present participant with voucher menu.**
5. When available, share menus that will be offered as part of the nutrition program.  
**See attached**

### **Nutrition Program Policies**

1. How will the voucher program be advertised to eligible participants? Please share proposed outreach and informational materials.  
**Letters explaining the new voucher program will be mailed to participants who have previously dined at congregate nutrition sites in Waupaca County. Information on the voucher program will also be shared in the bi-annual ADRC publication, newspaper, and local radio and online. See examples attached prepared for the opening of Manawa Steak House.**
2. Have you shared these materials with the food service establishment for review and input?  
**Materials will be shared prior to the opening of the voucher site**
3. Explain how the nutrition program will educate program participants on or provide them with access to other aging services offered by the aging unit.  
**Nutrition program staff during scheduled visits will be available to check in with participants dining at the restaurant. During these conversations, information will be made available to each person regarding available resources. The back side of the menu will be utilized on a quarterly rotational basis to provide both nutrition education information as well as information on additional ADRC resources. See attached example. We will also create quarterly mailings that will be sent along with voucher orders that will include again both nutrition or health and wellness information or other aging program information.**
4. How and where will participants register for the voucher program? Where will registration materials be available to participants? Explain the process in detail and share examples of written registration materials (i.e. registration form).  
**Individuals will be able to request access to registration materials from the following locations, participating restaurants, Waupaca County ADRC, phone, or online. The registration "packets" include an in-depth overview of the program and instruct individuals where to call if assistance is needed. The individual can complete the necessary forms and mail in their submission (see attached). After receiving the completed registration and order forms nutrition staff will mail Welcome Letter and requested vouchers, which have been personalized with the participant's name.**
5. What is the maximum number of vouchers an eligible participant can receive per month? (policy permits up to 22)  
**12 vouchers each month maximum. Participants may choose 4, 8, or 12 vouchers**

6. How long will vouchers be valid? (policy permits up to one year)  
**Through the end of the calendar year**
7. When will updated registration materials and new vouchers be made available for participants for the upcoming year?  
**December 1**
8. Explain how participants will receive their vouchers. Will participants receive vouchers via mail? Will they be available for pick up at the aging office? Share an example of a voucher order form and guidelines that will be shared with program participants on how to obtain vouchers.  
**Participants can order vouchers by mailing in or dropping off a voucher reorder form (see attached)– reorder forms will be made available in the following places:**
- 1. One will be included in the mailing of vouchers**
  - 2. An online voucher re-order form will be available on ADRC webpage**
  - 3. Reorder forms will be available at participating locations**
  - 4. Reorder forms can be requested via phone and delivered via mail or email**
- Voucher fulfillments and program information will be mailed directly to each participant.**
9. Explain how voluntary contributions will be collected from program participants.  
**Donations mailed to Waupaca County DHHS - typically sent along with voucher order form**  
**Information on how to submit donations for meals will be included in the welcome packet:**  
**Donations mailed to:**  
**Waupaca County DHHS**  
**Attn: ADRC – Bistro Sixty**  
**811 Harding St. Waupaca, WI 54981**  
**Checks issued to Waupaca County- Subject Line: Elderly Nutrition Program**
10. Explain how contributions made by program participants will be kept confidential.  
**Confidentiality assured by mailing directly to courthouse and processed by nutrition program staff**
11. How will participants redeem their vouchers? Explain the process in detail, including how the food service establishment will ensure that the individual redeeming the voucher is an eligible participant and that the participant does not redeem more than one voucher per visit. Also explain how the food service establishment will track which vouchers were redeemed (by participant) and how often usage will be reported to the nutrition program.
- Registration form and program information mailed to participant with request for voucher coupons**
  - Participant returns registration and order form with requested number of voucher coupons**
  - Voucher fulfillment mailed to participant with individual’s name listed on the voucher coupon**
  - Voucher policy/procedure will be sent along with the vouch coupons this policy/procedure will explain the rules/regulations including not redeeming more than one voucher per visit.**
  - Participant will come to the restaurant for a meal and will provide waitstaff with voucher coupon.**
  - Wait staff will verify eligible participant by checking photo ID against name on voucher.**
  - Eligibility paperwork completed by DHHS prior to participant receiving voucher.**
  - Restaurant staff will allow one coupon per day by each individual**
  - Individuals will be allowed 12 vouchers a month and will be issued vouchers on a monthly basis – but must be requested using the voucher order form.**

-Restaurant will provide DHHS necessary paperwork on a weekly basis. This information will include a copy of the restaurant receipt with valid voucher coupon with individual's name and signature listed on voucher.

12. Please describe the local policy in place that addresses how misuse of vouchers by both participants and the food service establishment will be addressed. Include details about how the nutrition program will ensure that vouchers cannot be easily duplicated by participants or the food service establishment (i.e. use of a watermark) and how the nutrition program will ensure that invalid/expired vouchers are not accepted.

Issuance of vouchers is recorded through the retention of fulfilled voucher order forms in addition to a detailed excel spreadsheet. Additionally the redemption of vouchers is tracked closely. This data ensures the program is able to track voucher issued through the program making it harder for the vouchers to be easily duplicated. Vouchers are collected by the restaurant and returned to the Nutrition Program along with meal invoicing. This allows the nutrition program to verify the legitimacy of all vouchers as well as check expiration status, the program will not reimburse for an expired voucher. Program Guidelines are provided to each participant at the time of registration and are very clear about the proper use of vouchers. Any misuse of program vouchers will be monitored and considered for action by the Nutrition Director and if warranted the Nutrition Advisory Council and addressed on a case-by-case basis. Should widespread patterns of misuse become apparent a deeper examination of control measures will be conducted and policy changes made and enacted.

13. Has the food service establishment been educated on carryout meal and leftovers policies?  
Yes, and will be reviewed again one month prior to implementation.

14. How will the food service establishment ensure that participants are aware of polices regarding carryout meals and leftovers?  
Participants are made aware at the time of registration however the restaurant may also explain to customers meals are dine in only.

15. If participants want to order items that are not on the nutrition program menu or additional food/beverages, how will this be handled?  
Extra items ordered which are not part of the meal provided by the voucher program will be at the expense of the individual. The restaurant will charge the individual for the extra items not included with the meal. This is listed on the program menu.

16. How will nutrition education be provided to voucher participants?  
Nutrition education will be provided to participants on a minimum of quarterly basis utilizing the back of the menus and regular mailings sent along with voucher allocations.

17. What types of transportation options will be available for older adults who cannot drive to the food service establishment for meals?  
Transportation available through Waupaca county volunteer driver program. Transportation program serves individuals throughout Waupaca County. Information on the transportation program will be shared with the welcome packet and is listed in ADRC quarterly publication as well as ADRC Resource Guide.



## **Payment for Meals**

1. Have the nutrition program and the food service establishment agreed on a per-meal cost or reimbursement rate for each voucher redeemed? If so, what is the agreed-upon cost?  
**Estimated cost \$7.00/meal including tip**
2. What is included in the meal cost (i.e. food, supplies, labor, tips for waitstaff, etc.)? (tips for waitstaff must be included per policy) **Food, Supplies, Labor and tips**
3. How will the food service establishment document for the nutrition program that approved meal/food items were provided to the participant? (i.e. documented on a receipt and attached to the participant's voucher)  
**Food Service establishment will provide a check from the restaurant; stapled to the check will be the voucher**
4. How often will the food service establishment bill the nutrition program for meals? **Minimum of Monthly Invoicing**

## **Training**

1. When will initial training be provided to food service establishment staff on:  
**Meal Standards:** No more than one month prior to start date  
**Nutrition Program Policies (contributions, carryouts, leftovers, etc.):** No more than one month prior to start date  
**Voucher Program Policies:** No more than one month prior to start date  
**Food Safety for Older Adults:** No more than one month prior to start date  
**Red Flags in Participants' Well-Being:** No more than one month prior to start date
2. Are there other qualifications that food service staff in the establishment should have? **No**

## **Monitoring**

1. How often will the nutrition director make monitoring visits to each participating food service establishment during the first six months of implementation? (monthly is required)  
**Monthly at minimum**
2. After six months of implementation, how often will the nutrition director make monitoring visits to each participating food service establishment? (quarterly is required) **Quarterly**
3. Explain any other processes in place to evaluate the arrangement with the food service establishment.  
**Program feedback form will be available online or paper copies upon request. Quarterly mailing of surveys to those who have redeemed vouchers.**

Please share a copy of the written agreement between the nutrition program and each participating food service establishment to the AAA for review.

This information must be included in your county/tribal plan as an amendment to the current county/tribe plan and submitted to the Area Agency on Aging and the Bureau on Aging and Disability Resources for review and approval.

**SIGNED:** \_\_\_\_\_  
(County/Tribal Nutrition Director)

**Date:** \_\_\_\_\_

**Date reviewed and approved by your Governing Body:** \_\_\_\_\_

**Comments:**

**Date reviewed and approved by your Nutrition Advisory Council:** 8/19/21

**Comments:**

**To be completed by the Area Agency on Aging Staff in your region**

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Comments:

Approved  Declined

**To be completed by BADR**

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Comments:

Approved  Declined

## Waupaca County Senior Nutrition Program:

Congregate Dining for Waupaca, Clintonville, and New London

### *COVID-19 Precautions from A to Z*

- **Carry-out Meals:** In the event that a participant feels uncomfortable at the meal site and wishes to leave they may be offered a carry-out meal.
- **COVID-19 Screening:** Upon check-in, participants will be asked a series of screening questions. Should a participant present with COVID-like symptoms they will be provided a carry out meal and asked to leave. All staff and volunteers will likewise be screened upon their arrival to the meal site and similarly asked to return home in the event of presenting with any COVID-like symptoms. Should a participant refuse screening they will be offered a carry-out meal and asked to return home.
- **Masks:** Masking of all staff, participants, and volunteers will be encouraged at all times except during the meal. Disposable masks will be made available for those that may forget to bring their own.
- **Meal Service:** Participants will remain seated during meal times. Their meal will be served tableside by volunteer staff. Silverware will be wrapped with the napkin and be distributed by volunteers/staff. Items such as coffee carafes and water pitchers will be handled by volunteers/staff and sanitized between uses. Gloves and masks will be worn during distribution of the meals. Each participant will wait to dispose of any waste following his or her meal. Volunteers will collect dishes and waste from each table.
- **Reservations:** Participants will register for their meal on a first call basis with at least 24-hour notice. Should a meal site capacity be maximized, participants will be offered priority registration for the next service date.
- **Sanitation:** Cleaning and sanitizing of high-contact areas (for example, door knobs, buttons, cooler doors, stair railings, etc.) will be done every two hours or after each user if feasible. Tables and seating will be sanitized prior to and after each meal service. Food contact surfaces will be sanitized after each use. Sanitizing wipes will be used to clean one surface and then discarded to avoid cross contamination. Meal site facilities will be sanitized each morning prior to use by the nutrition program. Hand sanitizers will also be made available at each table.
- **Signage/Literature:** There will be signage directing the flow of participants throughout the meal site so that social distancing can be easily maintained. Participants will also be instructed to maintain their social distance, use their masks appropriately, and wash hands/sanitize regularly by literature posted in appropriate locations throughout the meal site. These expectations will additionally be shared upon the participant's first visit.
- **Table arrangement:** All sites have ample space for the distancing of tables and chairs to allow for appropriate social distancing. (See site maps for more details). Seating charts will be made and participants allowed to choose their assigned table/seating location upon arrival on a first come basis.
- **Vaccination:** COVID vaccination will not be a requirement to attend the meal site, but is recommended. Anyone seeking information about where to receive a vaccine will be referred to the Aging Programs Supervisor for assistance. Participants, volunteers, and staff will be asked to refrain from discussing vaccination status within the meal site.

### INCIDENT OF COVID-19 within Nutrition Program:

- Should be reported immediately to Aging Programs Supervisor and Waupaca County Public Health to seek guidance.
- Aging Program Supervisor will meet with Public Health to determine action steps needed for the safety of participants, volunteers, and staff.

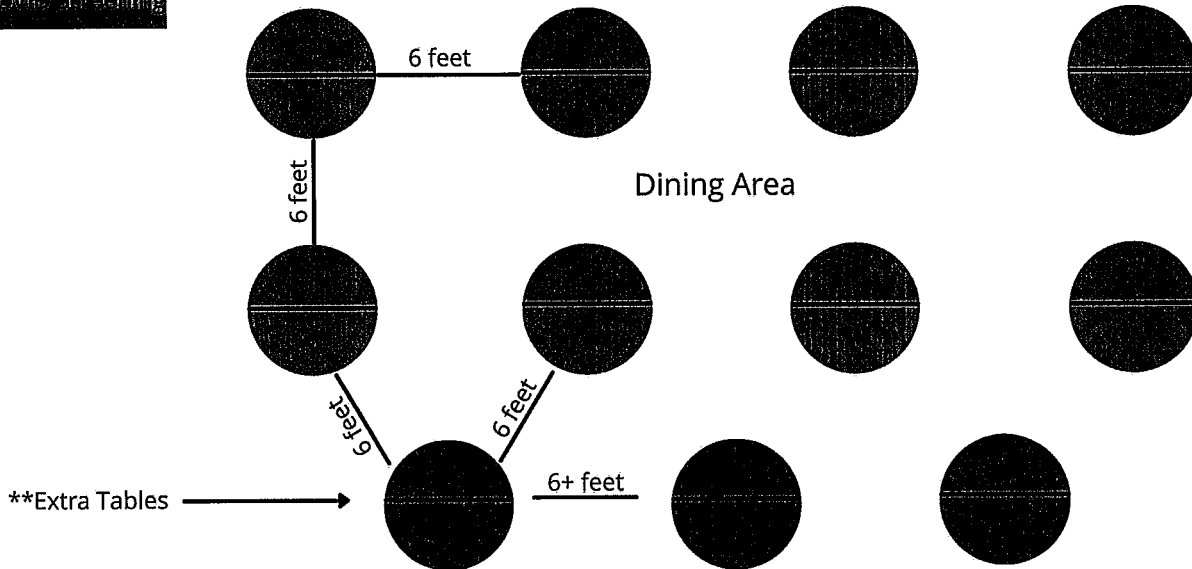
Waupaca Site Map:

Hallway Entrance



Check In/  
COVID Screening

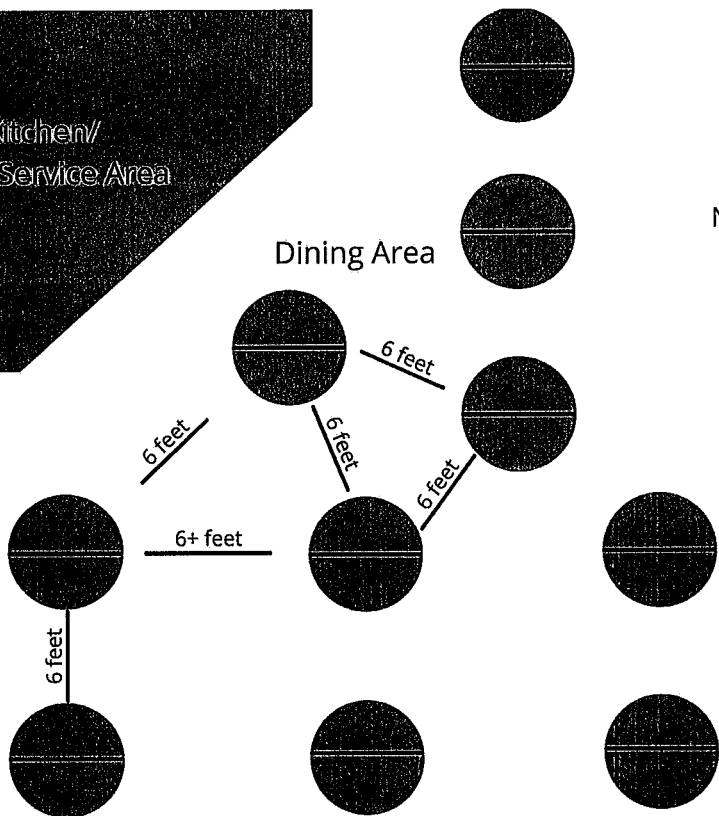
\*\*Tables are 5 ft. diameter. Plexiglass shields will be used at each table.  
No more than 2 households per table or 3 people maximum. **Max Capacity: 33**



New London Site Map:



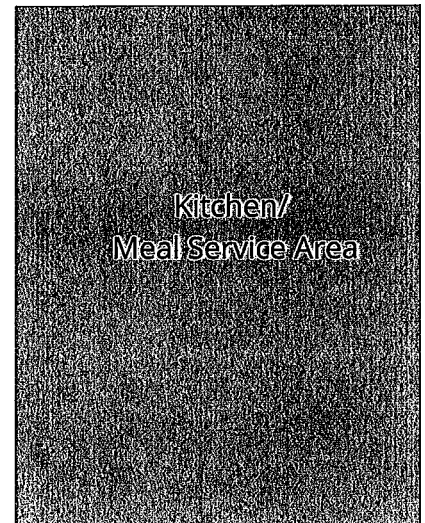
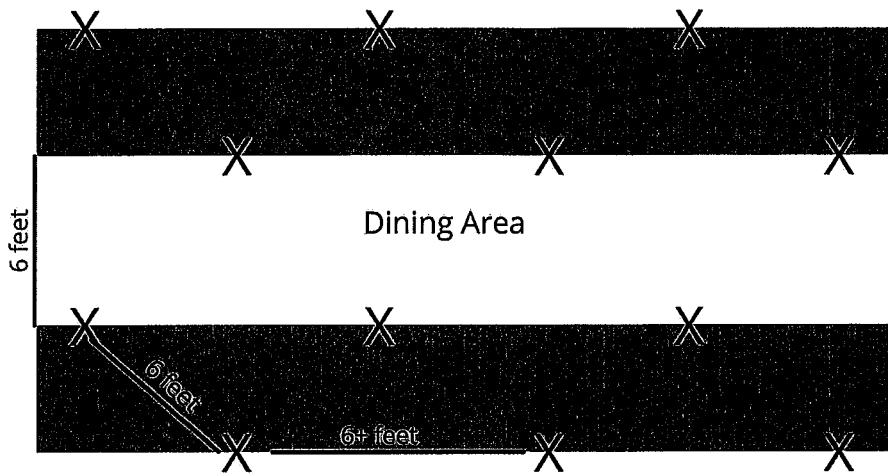
\*\*Tables are 5 ft. diameter. Plexiglass shields will be used at each table.  
No more than 2 households per table or 3 people maximum. **Max Capacity: 33**



Check In/  
COVID Screening

Main Entrance

## Clintonville Site Map:



Main Entrance

Households will be spaced 6 feet from other diners. Additional space/tables available in the next room by removing a partition. This will be used as needed. **Max Capacity: 20**

### **COVID – 19 Screening Questions:**

(Required for Entry to Meal Site)

1. Have you experienced any of the following symptoms in the past 48 hours: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea?
2. Within the past 14 days, have you been in contact with a person who has tested positive for COVID-19?
3. Are you isolating or quarantining because you may have been exposed to a person with COVID-19 or are worried that you may be sick with COVID-19?
4. Are you currently waiting on the results of a COVID-19 test?

