

Department of Human Services

117 East Fifth Street
P.O. Box 100
Washburn, WI 54891-0100



FROM: Carolyn Novack, Aging Services Coordinator

DATE: October 14, 2022

RE: **Meeting Notice**

The Bayfield County Department of Human Services Nutrition Program Advisory Council Committee will meet at 11:00 on *Friday, October 21, 2022 at the St. Louis School Gym Meal site in Washburn, WI*. Tour of the meal site will take place at 10:45 am. Public participation remote access is available by phone by calling 1 (866) 516-3949 at the start of the meeting and entering participant code 1642457 followed by the # sign.

Notice is hereby given, in the event the standing committee does not have a quorum, the County Board Chair or Vice Chair may act as an ex officio member (County ordinance, Chapter 3, section 2-3-1(c)).

Any person wishing to attend who, because of a disability, requires special accommodations should contact the Department of Human Services at 715-373-6144, at least 24 hours before the scheduled meeting time so appropriate arrangements can be made.
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The agenda includes: Call to Order and Introductions; Discussion and Possible Action – Review of the September 28, 2022 Meeting Minutes; Review the Draft of Nutrition Advisory Committee Bylaws for Bayfield County; Review Nutrition Program Expectations; Program Reports: Congregate Meals-Home Delivered Meals; Staffing Updates – Fall Training Schedule; Other (Informational Items); Future Meeting Dates for 2023; Motion to Adjourn.

cc: Post (bulletin board and website)

E-Mailed:

Dennis Pocerlich, County Board Chair
Mark Abeles-Allison, County Administrator
Lynn Divine, County Clerk
Human Services Board
Elizabeth Skulan, BCDHS Director
Management Staff
Sara Wartman, Health Dept. Director
Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR)
DCS, Rhinelander
Red Cliff-Tribal Chair
Daily Press

K:\Agends and Minutes\A&D Nutrition Advisory Council \Notices\NAC Meeting Notice September 2022

**BAYFIELD COUNTY DEPARTMENT OF HUMAN SERVICES
NUTRITION ADVISORY COUNCIL**

Karen Anderson
Lynette Benzschawel (Vice-Chairman)
Richard Kemmer (Chairman)

Red Cliff Elder Program Rep.
Madeline Rekemeyer
Francis Renn-Malcheski

Sue Aiken

RE: October 21, 2022, Nutrition Advisory Council Meeting

Dear Council Members:

The Bayfield County Department of Human Services Nutrition Advisory Council will meet at *11:00 am on Friday, October 21, 2022 at the St. Louis School Gym Meal Site, Washburn, WI.* Public participation remote access is available by phone by calling 1 (866) 516-3949 at the start of the meeting and entering participant code 1642457 followed by the # sign.

Notice is hereby given, in the event the standing committee does not have a quorum, the County Board Chair or Vice Chair may act as an ex officio member (County ordinance, Chapter 3, section 2-3-1 (c)).

Any person planning to attend who, because of a disability, requires special accommodations, should contact the Department of Human Services at 715-373-6144, at least 24 hours before the scheduled meeting time, so appropriate arrangements can be made.

The agenda for the meeting is as follows:

AGENDA

1. Call to Order and Introductions
2. **Discussion and Possible Action**-Review of the September 28, 2022, Meeting Minutes
3. Review the draft of Nutrition Advisory Committee Bylaws for Bayfield County
4. Review the Nutrition Program Expectations
5. Program Reports:
 - A. Congregate Meals
 - B. Home Delivered Meals
6. Staffing Updates – Fall training schedule
7. Other (Informational Items)
8. Future Meetings:
 - A. Discuss 2023 meetings
9. Motion to Adjourn

Thank you and Stay Safe!

Carolyn Novak, Aging Services Coordinator
c: Bayfield County DHS ADAC Committee Members

**BAYFIELD COUNTY DEPARTMENT OF HUMAN SERVICES
NUTRITION ADVISORY COUNCIL COMMITTEE
Taking place at the Port Wing Meal Site at 11:00
September 28, 2022**

DRAFT:
Subject to change at the
next ADAC meeting

Committee Members Present:

Richard Kemmer- in person, Karen Anderson-in person, Lynette Benzschawel- in person, Francis Renn-Malcheski – in person, Sue Aiken- in person

Committee Member Absent:

Red Cliff Elder Program Representative, Madelaine Rekemeyer

Staff Present:

Carolyn Novak

Call to Order and Introductions

Kemmer called the meeting to order at 11:00 a.m. Introductions were made with new members present.

Discussion and Possible Action-Review of August 30, 2022, Meeting Minutes

Motion by Anderson second by Benzschawel to approve the August 30, 2022, meeting minutes as presented. Motion passed.

Review Goals and Objectives within the Aging Plan for Bayfield County

- Novak summarized the development, purpose, and scope of the current aging plan.
- Besides the focus area Nutrition/Equity/Community Engagement, several other focus areas were identified and their purposes as they relate to the ENP were explained by Novak (Advocacy, Enhanced Transportation and Social Isolation and Loneliness).
- Progress has been made according to the timeline outlined in the plan for the ENP. The Council agreed that creating pop up dining experiences in areas of the county next year that don't have congregate meal sites will not only provide additional service to seniors, but also help determine where additional permanent sites may be needed.
- The Social Isolation and Loneliness focus area was discussed at length by the Council. Meal sites were seen as important community gathering places for seniors for socialization and education. More discussion is expected at future NAC meetings.

Program Reports:

- A. Congregate Meals
 - Barnes Meal Site Update – Novak summarized the recent listening session comments for the Council. The Council confirmed their decision to reduce the number of days open from 4 to 1 (will only be open on Thursdays).
- B. Home Delivered Meals – numbers of HDM participants are expected to increase as we go into winter.

Staffing Updates - nothing to report.

Other (Informational Items) -nothing to report

Future Meetings:

- A. October 21, 2022, at St. Louis Meal Site St. Louis School Gym, 713 Washington Ave, Washburn, WI 54891 Located right next to the St. Louis Church
- B. Discussion of 2023 Meetings – Council would like to have the first meeting of 2023 before the Aging and Disability Services Advisory Committee in the courthouse because of the potential for bad weather and because many of the members are on both committees. Second, third and fourth quarter meetings will be conducted at the meal sites (Iron River and Barnes for sure). Dates to be discussed and confirmed at the October 21, 2022, NAC meeting.

Adjournment

Motion by Anderson, second by Aiken to adjourn meeting.

Meeting adjourned at 12:10 p.m.

Minutes respectfully submitted by Carolyn Novak, Aging Services Coordinator

Bayfield County Senior Dining Meal Expectations and Guidelines 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 1/3 of the USDA recommended daily allowances.
- Food that passes inspection, meets standards and is safe for consumption
- Qualified, well-trained staff that promotes a friendly atmosphere and positive environment
- Provisions for accessibility for individuals with disabilities

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 Elder Nutrition Program is to serve all seniors, with particular interest in those who are financially insecure, socially isolated and of ethnic minority. 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 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 require reservations. One site, the Time Out Restaurant in Washburn is the exception, as no reservations are required. You are responsible for making your own reservation and, if needed, canceling it by the site's agreed-upon time and day.

3. "DRESS" FOR MEAL

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

Meals are served in the dining room. Meals may be taken out of the dining room only under special, temporary circumstances. If you need to take a meal with you, you must speaK directly with the meal site facilitator or department representative.

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 meal site tables during lunchtime if you are not registered for lunch. To avoid a possible fall hazard, "tipping seats" is prohibited.

7. DONATIONS

The Elder Nutrition Program relies on donations to provide meals. Federal, state, and county funds pay 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 Elder Nutrition Program must pay the full cost for their meal. Due to sanitation and safety concerns, food donations are not allowed.

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- the food should not be at room temperature longer than 2 hours. A handout on how to transport and reheat food safely is available- ask the site manager for a copy.

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 the Aging and Disability Services Supervisor at 715-373-3350 or email carrie.linder@bayfieldcounty.wi.gov

By completing the Congregate Meal registration form, receipt of this information is acknowledged.

Disciplinary Process for Elder Nutrition Program Participants

Should there be a problem regarding a person's adherence to the Elder Nutrition Program expectations and guidelines, the participant will be given two opportunities to change the unwanted behavior.

First Infraction:

1. Verbal warning by appropriate department representative.
2. Verbal warning will be reported to the Aging and Disability Services Supervisor

Second Infraction:

1. Written warning by appropriate department representative.
2. Written warning will be provided to the Aging and Disability Services Supervisor

If the problem persists, the participant will be given a written explanation of the errant behavior, including a reiteration of the Expectations and Guidelines regarding that behavior. In addition, the participant will be advised that continuation of the problem will lead to a suspension of Elder Nutrition Program services. As before, the participant will be given an opportunity to change the unwanted behavior. The participant will be required to sign documentation that a verbal warning had occurred, and written warning had been delivered and that they understand the rules and understand the consequences of their actions before being allowed to receive Elder Nutrition Program services.

If verbal and written warnings fail to bring about a change in the undesired conduct, or if the behavior is deemed a severe and immediate danger, the participant will be suspended from receiving Elder Nutrition Program services.

Third Infraction:

1. Letter of suspension including length of time for suspension (up to 30 business days) and reasons for action taken.
2. Face to face meeting with the Aging and Disability Services Supervisor

At the end of the 30-day suspension and a demonstrated desire to make a positive change and willingness to correct the behavior/problem, Elder Nutrition Program services may resume. If an unwillingness to change the behavior/problem as demonstrated by repeat offenses of the inappropriate behavior, participation in Elder Nutrition Program services in Bayfield County will not be allowed.

Participants suspended from receiving Elder Nutrition Program services will be given a list of other reduced or donation basis food/meal programs in the county, so they have other options. If an individual later chooses to reevaluate their status and are able to demonstrate willingness to change the behavior and want to be reconsidered for Elder Nutrition Program services, they are encouraged to call the Bayfield County Aging Services Coordinator at 715-373-3353 to set up an appointment to further discuss this matter.

Bayfield County

Meals on Wheels Recipient Expectations and Guidelines



Welcome to Meals on Wheels!

You are presently eligible for Meals on Wheels. At the discretion of the department, periodic reevaluation will be necessary for continued service; this will be done at least annually and possibly more frequently to assure we are providing services that are best and most appropriate for you.

We are committed to providing nutritious food that can help enhance your wellbeing. Because of this commitment, there are guidelines and expectations that we need all to abide by to assure a positive experience. Thank you!

Note: We will be completing the required assessment process within the first four weeks of your enrollment in the program.

AS A MEAL RECIPIENT, YOUR RESPONSIBILITIES ARE:

To report any changes in your health, living situation, address, phone number or emergency contacts immediately to the Aging Services Coordinator. Individuals must be able to feed themselves or have someone available to assist with dining.

To be home to accept your meals OR make proper arrangements when absence is unavoidable. You must be home to accept your meals. Staff or volunteers must deliver meals into the hands of the recipient, a caregiver, or another person designated by the recipient. With advance notice, alternate delivery arrangements can be made for rare circumstances when a home delivered meal recipient will not be home to receive the meal. You must call the Aging Services Coordinator to inform them of your arrangement. Notes on your door instructing the deliverer where to leave the meal is NOT acceptable. If you are not home to receive your meal and have not called to cancel or make other arrangements, the deliverer will **not** leave the meal, and staff will implement its safety and wellness check procedures to determine whether you are safe.

To be ready for your meal delivery. Your meal will be delivered between the hours of [redacted] a.m. /p.m. and [redacted] p.m. Monday through Thursday. Your meals should be delivered roughly the same time each day but allow for some variance due to fluctuations in the route or possible delays due to weather or other factors. You should be appropriately dressed and ready to admit the delivery person or have a designated entrance unlocked. If your meal is not delivered by [redacted] p.m., please call **715-373-6144**.

To agree to Meals on Wheels safety and wellness checks. In addition to providing nutritious, delicious meals that are safe and of good quality, part of our service is to provide a means to ensure your health, well-being, and safety. If you have not notified us in advance that you will not be home and you do not answer the door, we will make great efforts to determine whether you are safe. As a meal recipient, you agree to allow Meals on Wheels staff and volunteers to communicate with emergency contacts you have provided, next of kin or other service agencies including law enforcement and adult protective services, if necessary. We may need to share information with these parties that is related to your health and safety. For example, if you are not home or do not answer the door and have not made prearrangements with the Nutrition Program office, the deliverer will call the office, and someone will try to contact you. If office staff are unable to make contact with you or the person(s) you designate as emergency contact(s), the hospital will be contacted. If office staff are still not able to verify your location and condition, law enforcement will be called to perform a wellness check. We can avoid this situation by letting the staff know you will not be home when meals are delivered and making other arrangements for your meal.

To cancel one or more days or to discontinue services, inform your driver or call the Aging Services Coordinator at 715-373-6144 ext. 3353 by at least 3:00 p.m. the day before, or as soon as you know you are not going to be home. If cancellations are called in after 3:00 p.m., the Nutrition Program still must pay for the meal, and you will be asked to contribute toward the cost of the meal. Exceptions are made in emergency situations.

To provide safe conditions for Meals on Wheels staff and volunteers entering the premises. As a meal recipient, you agree to provide safe conditions for Meals on Wheels staff and volunteers entering the premises. This includes, but is not limited to, having pets in some other area of the home during delivery time (restrained), freedom from illegal activities or inappropriate behavior in and around your residence, and freedom from unsafe structural conditions, including snow and ice on your sidewalk and entrance way. If any of these conditions are not met when meals are normally delivered, the meal delivery people have the option of not delivering the meal to protect their own safety.

***Special Note about Pets:** Dogs, cats and other pets must be put in some other area of the home during delivery time. If pets are not restrained when meals are delivered, our drivers have the option of not delivering the meal.

To handle your food properly. Meals on Wheels complies with all health, sanitary and food safety regulations. Safe food handling practices are utilized during meal preparation, transportation, and delivery of the meals. However, once you (or your designee) have accepted the delivered meals, you assume full responsibility for proper food safety handling and storage. The Nutrition Program's obligation has been discharged upon delivery and shall be held harmless from and against any claims, actions, demands, liabilities, and settlements. Nutrition Program staff have instructed you and you are expected, for your safety, to eat the meal as soon as it is delivered. If you do not eat the meal upon delivery, you are responsible for immediately refrigerating and then properly reheating prior to consuming the meal. Also, you are responsible for immediately refrigerating any leftovers or additional meals that you may receive.

To contribute the share of the cost of the meal you can afford. According to the Older American's Act, everyone who receives a meal must be given the opportunity to contribute towards the cost of the meal and its delivery. The actual cost of the food delivery and service is \$0000 per meal. The suggested contribution for each meal is between \$3.00 and \$5.00. Please donate what you can. No one will be denied service because of the inability to contribute. Each month, we send out a monthly letter showing the number of meals you received in the prior month. If you prefer, we can send it to you or a family member. It allows you to make payments by the month. The letters are sent out around the middle of the month following the month meals were provided.

To treat staff or volunteers delivering your meals with respect. Meal recipients must agree to treat staff and volunteers delivering meals with consideration and respect and to adhere to the following Code of Conduct.

Participant Responsibilities (Code of Conduct): To ensure a comfortable and safe setting for all Home Delivered Meal Drivers, unacceptable behavior will not be tolerated. Unacceptable behavior includes, but it not limited to, the following:

- Engaging in behavior that is potentially unsafe or harmful to self or others.
- Exhibiting any threatening or intimidating behaviors, such as:
 - Using profane, abusive, obscene, threatening, harassing, insulting, or sexually suggestive language.
 - Threatening or using violence.
 - Harassing patrons, volunteers, or staff.
 - Using hate speech or epithets (e.g., racial, ethnic, sexist, homophobic and religious slurs).

- Violating any federal, state, county or city laws and ordinances.
- Failing to comply with lawful direction given by staff acting in the performance of their duties.
- Possessing, using, or selling alcohol or controlled substances.
- Fighting or challenging others to fight.
- Misusing, misappropriating, damaging, stealing, or obstructing use of equipment, resources or facilities.
- Selling, soliciting, petitioning, posting or distributing materials without permission.
 - Examples include selling products or services, circulating a petition, survey or letter, or selling tickets for an organization or event.
- Failing to maintain a level of personal hygiene that is non-offensive in a social environment.

**The simple philosophy behind this policy is the Golden Rule:
*Treat everyone the same way that you want to be treated.***

Contact us if you have any questions, concerns, or comments. It is our goal to provide you with the best possible service. Your overall satisfaction is our genuine concern. Please let staff know if there is any way we can be of further assistance to you. We will be happy to help whenever possible. If you have any questions, concerns, or comments, please call the Aging Services Coordinator at 715-373-3353 or via email at baycodhs@bayfieldcounty.org
Meals on Wheels office hours are Monday through Friday 8: 00 a.m. – 4: 00 p.m.

If you ever feel that you have been treated unfairly by a Nutrition Program staff member or volunteer you may file a grievance/complaint by contacting the Aging and Disability Services Manager at 715-373-6144 ext. 83350 or via email at carrie.linder@bayfieldcounty.wi.gov

Respectfully,

**Carrie Linder
Nutrition Program Manager**

Department of Human Services
117 East Fifth Street
P.O. Box 100
Washburn, WI 54891-0100



As a recipient of Meals on Wheels, by my signature below, I hereby certify the following:

- The Meals on Wheels Representative whose signature is below has discussed with me my responsibilities as a Meals on Wheels recipient. I have been educated on and received written and verbal instruction of my responsibilities and I understand and agree to the above
- I have received a packet of information regarding the Meals on Wheels operations that instruct me with what I need to know as a program participant, including but not limited to:
 - Meals on Wheels Expectations and Guidelines
 - Meals on Wheels Promises
 - Welcome to Meals on Wheels Intro letter
 - Home Safety Checklist
 - Emergency Preparedness Information
 - Food Safety Information
- I further understand Meals on Wheels reserves the right to terminate services at any time if any of the above conditions are not met.

Signature of Recipient

Date

Printed Name of Recipient

Signature of Meals on Wheels Representative

Date

Use the entrance on Washington Ave.

