



MEALS on WHEELS
NORTHEAST TENNESSEE

Guidelines for Meal Site Coordinators

Revised July 2025

2026

Table of Contents

FTHRA Mission & Vision	4
Mission	4
Vision	4
Mission Integration	4
Connecting the Mission:	4
Fostering Community Connections:	5
Introduction	5
Working Hours	6
Part-Time	6
About Our Meals	6
Meal Description and Distribution	6
Homebound	7
Delivering of Homebound Meals.....	7
Daily Meals.....	7
Weekend Meals.....	7
Canned Meals.....	7
TMS Meals.....	7
Holiday Meals.....	7
Emergency Meals.....	7
Congregate Meals.....	8
Funding	8
Title III	8
State Meals	8
Choices (also known as TNCare or Medicaid)	8
Sponsored Meals	8
Missed Visits (Form)	9
Reporting Missed Visits	9
ADRC (Aging and Disability Resource Connections)	9

Test Meals	9
Marking of the Rosters/Logs	10
Daily Meals	10
Frozen/TMS 5-Day and Weekend Meal Boxes	10
Holiday Meals	10
Emergency Meals	10
Congregate Meals	10
Meal Vouchers	11
Reservation Sheets	11
Temperatures	11
Serving Policies	12
Contributions	12
PRF's and Health Checklists	13
Outreach	13
Outreach Ideas:	13
Client Engagement Guidelines	14
Wellness Check Best Practices:	14
Communication Tips:	14
Volunteers	14
Volunteer Recruitment and Retention	15
Recruitment Strategies:	15
Retention Ideas:	15
Nutrition Education	15
Mail Policy	16
Items to be Sent Weekly	16
Items to be Sent Monthly	16
Nutrition Program Inclement Weather Policy	17
Inclement Weather Policy (By Site)	17
Dress and Grooming Guidelines	18
Conflict Resolution	19
Steps to Address Conflict:	19
Resolution Techniques:	20
Documentation:	20
Nutrition Content Information	20

Johnson City Location (FTHRA Headquarters)	20
Meal Site Coordinators	21
FTHRA Nutrition Program Grievance Procedure	22
Cleanliness Procedures and Guidelines	23
Employee Health and Personal Cleanliness	23
Handwashing	25
Food Receiving and Storage	25
Cleaning and Sanitizing	25
Food and Safety	26
Food Contact Surfaces	26
Food Temperatures	26
Food Protection	27
Contamination	27
Health Inspections	28
Index	29
Forms	29

FTHRA Mission & Vision

Mission

The mission of the First Tennessee Human Resource Agency (FTHRA) is to improve the quality of life for the people of Northeast Tennessee through the effective delivery of social services.

Vision

Our vision is to provide the opportunity for each person to have a sense of self-worth and well-being; accept responsibility for self, family, and community; and have the capacity to be productive and independent.

We achieve our mission and vision through the effective delivery of transportation, nutritional services, adult day services, senior employment, homemaker services, and many other important social services to our friends and neighbors in need.

Human Resource Agencies were established in 1973 under state law as a not-for-profit delivery system designed to implement human services programs. The FTHRA was created in 1974 by state and local elected officials in accordance with provisions of the Tennessee Human Resource Agency Act of 1973 as amended (Title 13, Chapter 26, Tennessee Code Annotated.) The FTHRA is one of nine Human Resource Agencies across the State of Tennessee and works in concert with the other HRAs through membership in the Tennessee Association of Human Resource Agencies (TAHRA) in providing wall-to-wall social services across the state.

Our mission/vision is shared by local and state officials, legislators, board members, volunteers, staff, and those who desire to join us in fulfilling our mission.

Mission Integration

Connecting the Mission:

FTHRA's mission is to improve the quality of life for individuals in Northeast Tennessee. Meal site coordinators are key players in delivering this mission by addressing food insecurity and supporting vulnerable populations.

Meals on Wheels' vision is to combat hunger and isolation among older adults. Coordinators make this possible through their daily interactions and efficient delivery systems.

Meals on Wheels Stats for 2024:

- Total Meals Served: 281,814
- Clients Served: 2,423
- Counties Covered: 8
- Volunteer Hours: 20,113

These efforts demonstrate the impact of meal site coordinators in reducing hunger and loneliness while fostering connections in our community.

Fostering Community Connections:

Coordinators are often the first point of contact between clients and FTHRA. They help bridge the gap between services and clients, ensuring a stronger community bond. Your work is not just about meals—it's about bringing compassion and connection to those who need it most.

Introduction

These guidelines are designed to help answer any questions you may have about your role as a meal site coordinator.

Good nutrition is important to everyone, and homebound seniors are especially at risk. FTHRA's nutrition program is partnered with Meals on Wheels of America to help seniors not go hungry. We provide nutritious meals that meet USDA guidelines for seniors. Wonderful volunteers in all our communities deliver the meals to each person.

Meals on Wheels is available in Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington Counties. Volunteers are always needed in each of these counties. Volunteers are essential to the program because not only do they deliver a meal to the recipients, but often they are the only people the recipients see each day and conduct a type of "wellness check".

Everyone who receives home-delivered meals is assessed by FTAAAD (First TN Area Agency on Aging and Disability) initially with a phone screening and then an announced and planned home visit. Those requesting meals or other services offered by the Area Agency must call 423-928-3258. When passing the FTAAAD number to a consumer, let them know that this agency's call centers are always busy, so they will not likely answer. Encourage them to leave a message, and FTAAAD will return their call and complete their assessment that determines need and risk. If they are eligible, that individual will start receiving meals right away or will be put on a waiting list, depending on the current roster and budget available. High need and high risk are placed at the front of the list. For those who may not qualify, private pay (sponsored meals) is also available. The cost of the meals for one month is \$160 if you have a loved one who could benefit from these meals. Please call the Area Agency at 423-928-3258 for information and assistance.

Working Hours

All sites have assigned working hours. Please work hours consistently. If you need to change your hours, please contact the nutrition site supervisor for approval.

Part-Time

Part-time employees are governed by all applicable personnel policies and are not eligible for benefits according to the FTHRA policy manual.

Part-time employees hired after July 1, 2013, do not receive paid leave or paid holidays.

About Our Meals

Our hot meals are made fresh daily, and meet strict guidelines. Every hot meal serves as 1/3 of the RDA (Recommended Dietary Allowance) of protein, fats, carbohydrates, and nutrients for a senior. Each meal provides at least 700 calories, and does not exceed 1,300 mg. of sodium. Each meal contains one lean protein, one starch, one vegetable, one fruit or fruit juice, fresh bread, and 2% milk. Meals have no added sugar or salt.

Meal Description and Distribution

All meals must have prior authorization from FTAAAD or CHOICES. Coordinators are not permitted to start, resume, end, or put consumers on hold without the proper paperwork from the Johnson City office.

Homebound

Delivering of Homebound Meals

Meals must be protected at all times. They must be kept in the coolers, and the correct temperature must be maintained. They must be delivered in a timely manner. The consumer should have their meal by 12:00 p.m. daily.

Daily Meals

These meals are the hot option for consumers. Generally, they contain a hot tray and a cold side with milk. Consumers may choose either 2% milk or buttermilk.

Weekend Meals

These meals are frozen meals and are packed in two (2) meals per box. These meals should be given to the consumer by Thursday with their daily meals. FTAAAD must make a referral for weekend meals. For CHOICES consumers, we must have an authorization on file for weekend meals.

Canned Meals

These meals are the shelf-stable option for consumers. They are packed with five (5) meals in a box.

TMS Meals

These meals are the frozen option for consumers. These are packed into five (5) meals in a box. Determine how much freezer space is available before scheduling pickups and deliveries. These meals are to be stored and transported frozen.

Holiday Meals

When meal sites are closed for a holiday, consumers are sent a frozen meal along with dessert, crackers, and orange juice for the holiday. Frozen meals must be kept frozen. Give yourself a few days to get holiday meals delivered and use volunteers who don't mind the extra load.

Emergency Meals

Emergency meals are the same as canned meals. Emergency meals are to be eaten on the day(s) the meal site is closed for inclement weather or on other days that the regular meal cannot be delivered. Sites that are closed more often due to weather will be provided with extra boxes of emergency meals. Emergency meals are delivered along with the daily meals, with a letter explaining when they are used. Do not order these meals, they will be sent automatically.

Congregate Meals

These meals are served in a cafeteria-style setting at all of our meal sites. Consumers must be age 60 or older, be a spouse of a participant, or be disabled and living with an eligible participant. Consumers living on-site are also eligible. If participants are under the age of 60, they must either pay full price or actively volunteer for the program.

Funding

Title III

These meals are funded through the Older Americans Act. They can include all options of meals.

These consumers are over the age of 60. They must be homebound to receive home-delivered meals. Title III also covers congregate meals.

State Meals

These meals are paid through another grant. These consumers may be under the age of 60 and may have a physical or mental disability. They do not have to be homebound, and they do not have to have a caregiver.

Choices (also known as TNCare or Medicaid)

These meals are paid for by the consumer's insurance plan. Please report any missed visits immediately to the main office. They can include options for home-delivered meals. Turn in a copy of the CHOICES log weekly.

Sponsored Meals

These meals are paid for by the consumer or someone else. Please have individuals contact FTHRA about sponsoring a meal. 423-461-8204.

Missed Visits (Form)

Volunteers must report when a consumer is not home. When a consumer is not home, the volunteer may leave it as planned if prior arrangements have been made. They may also give the meal to another consumer on the route. There are special circumstances that arise, but variations must be pre-approved.

Reporting Missed Visits

Fill out a missed visit form and send it daily via intercompany mail. Choices missed visits are called in ASAP/same day to 423-461-8204.

Notify the Johnson City office if a consumer goes on vacation, goes into the hospital, nursing, or rehab facility, or any other changes to a consumer's status. 423-461-8204.

ADRC (Aging and Disability Resource Connections)

ADRC is a case management program through the First Tennessee Area on Aging and Disability. They go into the homes and assess the consumers for their needs. Needs can include meals, homemaker assistance, transportation, personal care, and other services to help them stay in their homes. ADRC consumers are Title III and state.

Test Meals

Each week, test meals are to be given to different meal routes. The volunteer will need to take the temperature of the hot side and the cold side at the end of the route and bring it back to the coordinator. Check the schedule below for when your meal site is scheduled.

July - Elizabethton

August - Roby

September - Sneedville & Watauga

October - Rogersville & Mosheim

November - Mt. Carmel & Church Hill

December - Erwin

January - Bristol Slater

February - Johnson City

March - Mountain City

April - Kingsport & Edgemont

May - Kiwanis Towers

June - Jonesborough

Please refer to the index to view the Homebound Test Meal Temperatures form.

Marking of the Rosters/Logs

All logs must be marked daily. Don't try to do it multiple days after the fact!

Daily Meals

All consumers who receive a hot meal will have a checkmark on the days that daily meals are served. Please keep logs neat and legible.

Frozen/TMS 5-Day and Weekend Meal Boxes

The log is marked on the day that these meals are picked up or delivered to the consumer. Show how many MEALS they received. One TMS 5-day box would be marked +5, and 4 boxes would be marked +20. The weekend box gets a +2 mark each.

Holiday Meals

The day that you send out the holiday meal, put a +1 above the check mark. The +1 notes that the holiday was delivered that day.

Emergency Meals

The day you send out the emergency meals, put a +5 above the check mark. The check mark stands for the daily meal that was sent that day, and the +5 stands for the emergency meal box.

Congregate Meals

Anyone, regardless of age, is welcome to enjoy a congregate meal. Individuals under the age of 60 must pay \$3.00 per meal and are required to make a reservation in advance to inform the meal site and the central kitchen. If a consumer is under the age of 60 and their participating spouse is over 60, then they fall within the congregate guidelines and are eligible for free congregate meals with no reservation required. Also, active volunteers on site are also eligible to eat without a reservation, regardless of age.

When ordering for the congregate consumers, you must use the reservation system that is in place. Order two working days in advance. Once you have ordered for the consumers who have signed up, then anyone else who wishes to eat must be listed as a standby. These consumers must go to the back of the line. Only the consumers who have signed up can be served first.

Meal Vouchers

Meal Vouchers are filled out daily and turned in to your driver as they leave. Vouchers must be filled out completely and correctly, as mistakes lead to folks in need not getting a meal or excessive plate waste if over-ordered. Again, orders are turned in 2 days in advance to give the

kitchen time to prepare your meals. If you find a mistake on a voucher that has been turned in but not yet served, call the office to resolve the issue.

Please refer to the index to view the Meal Vouchers form.

Reservation Sheets

Reservation sheets are to be filled out prior to completing the meal order voucher. Reservations are the names of consumers who will be eating on a particular day. Reservation sheets are provided and updated by the nutrition site supervisor.

Please notify the nutrition site supervisor and the central kitchen if you are not serving meals on a particular day. Please also notify them if a special event is going on and you expect more people than usual.

Please refer to the index to view the Homebound Test Meal Temperatures form.

Temperatures

Temperatures are to be taken twice. Check the temperatures when the food arrives and when serving the meal. Record these temperatures on one of the menus, making sure they can be read/copied as they are reviewed for compliance. At the end of the month, the temperatures are to be sent to the Johnson City office. Please review the temperature danger zone sheet (found in the nutrition education section).

An extra home-bound tray will be sent to test food temperatures if the congregate number is less than 10. Check all foods in the tray and check the milk temperature.

Thermometers are to be cleaned and sterilized after each use. Each food item must be tested with a clean thermometer.

The temperature danger zone is 40°F to 140°F. If your hot items arrive at 140°F or above, you may hold them at that temperature. If it arrives below, it must be reheated to 165°F. Cold items must be chilled at 40°F or below. Understanding what potentially hazardous foods are and how time and out-of-range temperatures affect them is critical. Time in lieu of temperature standards allows foods to go from within standard hot or cold temperature ranges and then out of range for 4 hours. The food/drink must be consumed within those 4 hours or discarded at the 4-hour mark. The key is understanding how and when foods can become dangerous.

Serving Policies

Proper hand washing and glove use are required at all of the meal sites.

Look at the menu for instructions on the amount to be served. All sides are ½ cup servings. Entrees will be a single portion, a 3-oz portion, or a cup portion. Hot food should be brought to 165° before serving begins and maintained above 140° during service.

When everyone has been served, offer seconds of food leftovers. If there are 2 portions left and 4 folks want seconds, split them up. If there are 2 portions left and only 1 consumer, then give them both. Waste of food is never desired at the end of the meal. Consumers are permitted to take home any leftover meals. You should have plastic wrap for them to cover their food and/or styrofoam containers. Grab-and-go meals are not permitted, but once there is a call for seconds, the consumer may take their meal or leftovers off-premise if they choose. Discard any food items left over.

*Each participant has a free choice to pray, either silently or aloud. Any employee of the agency may participate, but not lead prayer.

Contributions

Place the donation box out front so the consumers may contribute to the program. The box must be kept locked and only opened when the money is counted or to make change. The coordinator and another person are to count the money, and both are to sign the contribution sheet. Wednesday and Friday are the days when the money must be deposited or a money order purchased – even if there is only 25 cents. No more than three (3) business days can go between deposits. The original contribution sheet and money orders/deposit slips must be turned in to the office on Monday morning each week. (FORM)

Contributions are voluntary donations, and information on consumers who may or may not contribute is to be kept confidential. The suggested donation is \$3.00 per meal.

Please refer to the index to view the money order/deposit slip forms.

PRF's and Health Checklists

PRF (Participant Registration Form) and a Nutrition Checklist must be filled out for each congregant consumer. Both sides must be signed and dated. Send them to the Johnson City office for entry into the database. These forms are to be updated annually, starting July 1st of each year. A copy of every PRF and Nutrition Checklist must be kept on file in the nutrition office and on-site. If a consumer scores as high risk, ask them if they desire nutrition counseling provided by the ETSU Nutrition Dept. If yes, have them/help them complete the Nutrition Counseling form and send it to the office.

Please refer to the index to view the Participant Registration Form (PRF) and Nutrition Counseling form.

Outreach

Outreach is conducted by the meal site coordinator to give individuals in the area an opportunity to participate in congregate meals. Outreach consists of the meal site coordinator initiating contact through telephone calls, visits, cards, or letters. Outreach is to be conducted monthly and turned into the Johnson City office. Three times a month is the minimum, but do as much as possible.

Please refer to the index to view the outreach form.

Outreach Ideas:

- Review the Senior Center or community center membership list and contact those individuals.
- Phone Call Scripts:
 - Sample script for introducing the MOW program:
 - "Hello, my name is [Name], and I'm reaching out from Meals on Wheels of Northeast Tennessee. We'd love to share how our program can support you or your loved ones with nutritious meals and regular check-ins."
 - Include tips for addressing common client concerns.
- Letter Templates:
 - A welcoming letter template to send to potential participants, emphasizing the benefits of MOW.
 - Follow-up letters to re-engage clients who have paused their participation.
- Community Connections:
 - Host an outreach event or partner with a local business or organization in order to increase awareness of Meals on Wheels.

Client Engagement Guidelines

Wellness Check Best Practices:

- Observe and document changes in clients' physical or emotional well-being during meal visits.
- Ask open-ended questions like, "How are you feeling today?" to encourage conversation.
- Be alert for signs of isolation, such as lack of interaction or cleanliness issues, and report them to supervisors.

Communication Tips:

- Speak with clarity, patience, and respect.
- Maintain eye contact and use positive body language to make clients feel valued.

- Offer encouragement and empathy when clients share their concerns.

Volunteers

A volunteer is someone who donates his or her time to the congregate or home-delivered meal program. It is the responsibility of the coordinator to keep a record of their hours.

If a volunteer is under the age of 60 and they actively volunteer for the homebound or congregate program, then they are eligible for meals.

All volunteers must fill out a volunteer application prior to starting as a volunteer. The application is found on FTHRA's website (www.FTHRA.org) and can be completed online or on a paper copy and delivered/faxed to the Johnson City office. Be sure to give the potential volunteer the information packet for them to keep for reference. Upon submitting their application, the Johnson City office will conduct a background check on the potential volunteer. The nutrition site supervisor or other officer will inform you about the acceptance or rejection of the potential volunteer. Do not allow a volunteer to start until they are cleared. If your need is urgent, let your nutrition site supervisor know.

If volunteer groups are sent from a church or an organization, then the paperwork and application should be filled out by the person leading the group. However, that person must always be present each time they volunteer. If there are multiple leaders, then they must be cleared in the usual manner as well.

In the event of a volunteer shortage and no other volunteers are available to cover, the meal site coordinator may need to step in to complete a delivery route. Please note that your mileage will be reimbursed. Contact the central office for reimbursement details and further assistance.

Volunteer Recruitment and Retention

Recruitment Strategies:

- Review senior center or community center membership lists for potential volunteers.
- Partner with local organizations like churches, schools, and businesses to recruit new volunteers.
- Use social media and community boards to post about opportunities.
- Highlight the benefits of volunteering, such as making a difference and building community connections.

Retention Ideas:

- Host appreciation events, such as volunteer luncheons or awards ceremonies.
- Send personalized thank-you notes or emails regularly.
- Offer flexible scheduling to accommodate volunteers' availability.
- Provide training to ensure volunteers feel confident in their roles.

Nutrition Education

Education is to be sent out with the menus, and the back side of the menu is utilized for this purpose. Each homebound consumer is to receive a copy. Place the rest in plain sight, on a table, and announce to the congregate consumers to please help themselves. Mark on the top of the log the date the education was sent to the consumers.

Mail Policy

Each site has 2 blue mailbags. All mail must go into the blue mailbag and be used to send back anything that needs to be sent to the offices. Turn the tag over to read JC office when returning bags. If you find yourself with 2 blue bags, return one. Black bags are used by the Area Agency. They are for the center's people, so be sure whoever it should go to gets them (and sees the green tag). When emptied and given to you, place the orange tag that says Area Aging and give it to your driver.

Items to be Sent Weekly

- Daily Work Report (DWR)
- Volunteer Logs
 - Homebound
 - Congregate
- Copy of CHOICES log
- Copy of State log
- Contribution Sheet and money orders/deposit slips
- Congregate Logs

Time and Mileage are logged in iSolved. When completing mileage, you must specify like this:

"From facility 704 Main St., Johnson City to SQ Erwin Center 200 Union St., Erwin, and back. 18 miles." If route delivery, state "from facility 704 Main St., Johnson City, delivered route F-22 stops and 18 miles round trip". Be sure to be as specific as possible, so if your timecard is ever reviewed in an audit, an individual can understand why you claimed mileage and why you put that amount.

Items to be Sent Monthly

- Homebound Logs
 - Title III
 - State
 - Choices
- Outreach
- Yellow Meal Vouchers
- Temperature Logs
- Reservation Sheets

Nutrition Program Inclement Weather Policy

Please note the following policy regarding site closings due to inclement weather or related conditions:

1. Sites located in county school districts will close with the county school system. There may be exceptions that will be decided on a case-by-case basis, where the site will be open or closed regardless of the school system schedule.
2. Sites located within cities will close with the city's school system. As with county closings, there may be exceptions within the city schedule.
3. Meal site coordinators must stay up-to-date on the current conditions and be prepared to communicate with kitchen/office personnel regarding closures and/or exceptions.
4. Meal site coordinators must keep all volunteers updated concerning this policy and any subsequent changes.
5. The meals will be delivered from the central kitchen only when safe driving conditions exist at the kitchen site (located in Johnson City). If your site is scheduled to be open and the meals cannot be delivered, you will be notified by the kitchen.
6. Emergency meals are provided for days when conditions prevent regular delivery.
7. In the event that official notification has not been made, employees are responsible for calling in to verify their particular work schedule.
8. Employees will be required to take leave if their official workstation is closed for any part of the regular schedule or they are unable to get to their official workstation. If inclement weather can be anticipated, a reasonable amount of home time may be spent on pre-approved work such as volunteer recruitment, congregated outreach, or the like. This will only be allowed on an as-needed basis. Such work, if authorized, must be documented. Questions concerning this policy or authorized work activities should be directed to the appropriate office staff.

We do not provide meals when schools are closed for the safety of our volunteers and employees. Individual sites correspond with the following schedule:

Inclement Weather Policy (By Site)

Site	School Schedule
Bristol Slater Center	Bristol City Schools
Church Hill Senior Center	Hawkins County
Edgemont Towers	Bristol City Schools
Piney Flats	Sullivan County
Blountville	Sullivan County
Elizabethton Senior Center	Elizabethton City Schools
Stoney Creek	Carter County
Siam	Carter County
Hampton	Carter County
Roan Mountain	Carter County
Erwin Clinchfield Senior Center	Unicoi County Schools
Johnson City (FTHRA)	Johnson City Schools/ETSU
Jonesborough Senior Center	Washington County
Gravely	Sullivan County
Maple Oaks	Kingsport City Schools
Kiwanis Towers	Kingsport City Schools
Mt. Carmel Senior Center	Hawkins County
Mountain City Senior Center	Johnson County
Roby Fitzgerald Senior Center	Greeneville City Schools
Rogersville Senior Center	Hawkins County
Sneedville Senior Center	Hancock County
Watauga Town Hall	Carter County Schools

Dress and Grooming Guidelines

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image we present to the community and visitors to the facilities. Every employee has some contact with the public and therefore represents the First Tennessee Human Resource Agency in appearance as well as by actions. The properly attired employee helps create a favorable image for the organization. Moreover, the individual who is concerned about their appearance is usually attentive to other attributes that make a positive impact on consumers, volunteers, and center personnel.

It is expected that all employees will maintain the highest standards of personal cleanliness and grooming. Employees should present a neat, business-casual appearance at all times during working hours. Good personal hygiene is expected while employed at FTHRA.

For Meal Site Coordinators and other kitchen staff, cleanliness is expected when preparing and serving food. Hairnets, beard nets, and gloves are required.

Hair should be clean, neatly trimmed, and arranged. Sideburns, mustaches, and beards should be neatly trimmed.

Revealing clothes and extremes of any kind are not acceptable; i.e., bare midriffs, sundresses, shorts of any type or style, miniskirts, sweat suits, or jeans that have holes or are not pressed.

Fridays will remain a “dress down” day for FTHRA employees. Dress down may include jeans that are intact, i.e., no holes or tears, and a polo shirt or dress T-shirt. T-shirts with suggestive writing will not be allowed.

All employees are asked to wear clothes that are in good taste and appropriate for a work setting. If you are in doubt as to the appropriateness of a particular clothing item, ask your supervisor. If an employee reports for work improperly dressed or groomed, he or she will be instructed to return home to make the necessary corrections.

These guidelines are an extension of the Agency’s Personnel Policy and are not all-inclusive.

Dress guidelines may be influenced by the host agency.

Conflict Resolution

Steps to Address Conflict:

- **Listen Actively:** Allow clients, volunteers, or staff to express their concerns without interruption.
- **Stay Neutral:** Approach issues calmly and avoid taking sides.

- **Clarify the Issue:** Summarize the conflict to ensure everyone is on the same page.

Resolution Techniques:

- **Clients:** If a client is unhappy with a meal or delivery timing, explain the process clearly and try to accommodate within guidelines.
- **Volunteers:** If a volunteer feels overwhelmed or undervalued, address their concerns and offer support.
- **Staff:** Communicate with your supervisor to mediate disagreements among staff members.

Documentation:

- Keep a written record of conflicts, steps taken, and outcomes for future reference.

Nutrition Content Information

Johnson City Location (FTHRA Headquarters)

Name	Email	Office Phone	Other Phone
Main Office	fthra@fthra.org	423-461-8200	Fax: 423-461-8228
Kristen Long (Nutrition Director)	klong@fthra.org	423-565-9019	423-431-8811
Lisa Hawkins (Program Specialist)	lhawkins@fthra.org	423-461-8204	Fax: 423-461-8248
Dawn Briggs (Program Specialist)	dbriggs@fthra.org	423-975-5022	Fax: 423-461-8248
Vicci Graham (Coordinator Supervisor)	vgraham@fthra.org	423-975-5006	423-491-0304
Karen Parker (Nutrition Program Assistant and Johnson City Homebound Site Coordinator)	kparker@fthra.org	423-461-7841	423-483-8409
Mac Hodge (Kitchen Supervisor)	mhodge@fthra.org	423-461-7840	423-483-8411

Meal Site Coordinators

Location	Name		Phone
Bristol Slater	Becky Olinger		423-491-1253
Church Hill	Diana Roberts		423-357-5387
Edgemont Towers (Bristol)	OPEN		423-797-4450
Elizabethton	Michael Evanochko		423-543-4255
Erwin	Carol Custer		423-330-6904
Johnson City - Homebound	Karen Parker	kparker@fthra.org	423-461-7841
Johnson City - Congregate	Carmela Lee		423-434-5723
Jonesborough	Lotus Vance	Jonesboroughmeals ite@fthra.org	423-753-1080
Kingsport Renaissance Center	Debra Donihe	kptmealcoordinator @fthra.org	423-491-0301 423-246-8060
Kiwanis Towers	OPEN		423-246-0120
Mountain City	Trish Eastridge	mtncitymealsite@ft hra.org	423-727-8883
Mount Carmel	Misty Davis		423-357-3281
Roby Center -	Diane Lewis		423-262-3165

Location	Name		Phone
Greeneville			
Rogersville	Suzanne Molinelli		423-272-9186
Sneedville	Deanna Tankersley		423-733-4253
Watauga	Marcia Cox		423-444-1710

FTHRA Nutrition Program Grievance Procedure

Our goal is to provide you with excellent customer service. The following procedure outlines the steps to follow if you have a complaint or concern about the FTHRA Nutrition Program:

POLICY: Clients will be given the opportunity to file a complaint with FTHRA if they feel the treatment has been unfair.

PURPOSE: To avoid unfair treatment of clients.

PROCEDURE:

1. Have you discussed your concern with the involved staff person(s)? If not, or you are uncomfortable speaking to the involved staff person(s), you may speak with the supervisor.
2. If you do not wish to speak with the supervisor, then you are welcome to submit a complaint in writing to the Nutrition Program Director.
3. The director will investigate all complaints within five working days and respond in writing to the client.
4. If the client is not satisfied with the resolution of the complaint, they may request a meeting with the Nutrition Director, OPTIONS, and the Area Agency on Aging and Disability.
5. All documentation will be copied to: a. The person filing the complaint, b. FTHRA Executive Director, c. All parties involved in the procedure, d. Client files

Send complaints in writing to:

Jason Cody, Executive Director, 423-461-8209

First Tennessee Human Resource Agency, 704 Rolling Hills Drive

Johnson City, TN 37604

NOTES:

- Confidentiality of all participant information relative to grievances shall be maintained.
- You may pursue your grievance with the First Tennessee Area Agency on Aging & Disability, Attention Director, 3211 North Roan Street, Johnson City, TN 37601. You may also call 423-722-5102.
- You may pursue your grievance with the Tennessee Commission on Aging & Disability, Attention: Director of Aging Nutrition | Deaderick Street, Nashville, TN 37243. You may also call Services 502 call 615-770-3901.

Cleanliness Procedures and Guidelines

Employee Health and Personal Cleanliness

The purpose of the Food Employee Illness Reporting Policy is to ensure that all food employees notify their supervisor when they experience any of the conditions listed so that appropriate steps are taken to prevent transmission of foodborne illness or communicable diseases.

FTHRA is committed to ensuring the health, safety, and well-being of our employees and consumers and complying with all health department regulations. Our central kitchen regularly receives 99% and 100% scores from the health department, and we pride ourselves on a clean workspace. For Meal Site Coordinators and other kitchen staff, cleanliness is expected when preparing and serving food. Hairnets, beard nets, and gloves are required, and will be provided by our Central Kitchen upon request.

1. Any employee who has a communicable illness will not be allowed to work until a full release in writing is received from a physician.
2. Any employee who has symptoms associated with acute gastrointestinal illness, such as diarrhea, fever, or vomiting, must report these symptoms to their supervisor for evaluation before being assigned any work duties.
3. Anyone with jaundice, sore throat with fever, or lesions (such as boils and infected wounds) containing pus on the fingers, hand, or any exposed body part, regardless of size, must report this to their supervisor.
4. Cuts and abrasions should be cleaned using disinfectant or soap and warm running water. Cover with a waterproof bandage or disposable glove. Keep the affected area clean and allow it to air dry while not handling food to ensure rapid healing and prevent infection. Do not work with infected cuts and abrasions.
5. Employees experiencing persistent sneezing, coughing, or a runny nose may not work with exposed food or clean and sanitize equipment.

6. Employees are to notify their supervisor whenever they are diagnosed by a healthcare provider as being ill with any of the following diseases that can be transmitted through food or person-to-person by casual contact, such as: (POST SIGN)
 - Salmonellosis
 - Shigellosis
 - Escherichia coli
 - Hepatitis A virus, or
 - Norovirus
7. Bathe daily and use deodorant. Trim and clean fingernails and do not use artificial fingernails or nail polish.
8. Wear clean uniforms, sturdy closed-toe shoes (slip-resistant if possible), and clean aprons.
9. Kitchen employees will restrain their hair with a hairnet. Do not wear excessive jewelry.
10. Chewing gum, eating/drinking, and smoking while working are not allowed.
11. When handling food to be consumed by the consumer, be sure to wear clean, disposable gloves and use serving utensils.
12. Thorough hand washing must take place at least at the following times.
 - a. After touching bare human body parts other than clean hands and arms.
 - b. After using the toilet.
 - c. After coughing, sneezing, using facial tissue, smoking, eating, or drinking.
 - d. After handling soiled equipment.
 - e. Immediately prior to engaging in food preparation.
 - f. During food preparation, as often as necessary, soil and contamination must be removed to prevent cross-contamination when changing tasks.
 - g. When switching between working with raw foods and working with ready-to-eat foods.
 - h. After engaging in other activities that contaminate the hands

Handwashing

Employees must wash their hands and exposed arms with soap and warm running water in a designated handwashing sink. Hand washing must include a vigorous rubbing together of lathered hands and arms for at least 20 seconds, followed by a thorough rinsing in clean water.

Employees must pay particular attention to the areas underneath the fingernails and between the fingers. Use of hand sanitizers may not be used as a replacement for hand washing. Sanitizers shall only be applied to hands after they have been properly and thoroughly cleaned.

Any hand sanitizer used must meet drug manufacturing, processing, packaging, and labeling standards as well as specifications to be a safe food additive.

Food Receiving and Storage

1. Food shall be purchased and received from sources that comply with the law. Foods prepared in a private home may not be used or served in one of our food-serving establishments.
2. Food packages should be in good condition and completely protect their contents.
3. Store frozen and refrigerated products immediately upon delivery.
4. Store raw foods away from ready-to-eat and cooked foods. Raw products should be stored below cooked and ready-to-eat.
5. Store all foods and supplies at least 6 inches above the floor.
6. Maintain refrigerated foods at < 41 degrees, and frozen foods at <0 degrees.

Cleaning and Sanitizing

1. Food contact surfaces and utensils must be cleaned:
 - a. Between uses for raw and animal products such as beef, fish, pork, or poultry.
 - b. Each time there is a change from working with raw foods to working with ready-to-eat foods
 - c. Between uses with raw fruits or vegetables and with potentially hazardous foods.
 - d. Before using or storing a food temperature measuring device.
 - e. At any time, contamination may have occurred.
2. Use proper detergents and sanitizers in specified proportions according to an established cleaning schedule.
3. Make sure dishwashing water is changed frequently and is correctly set up regarding detergent and sanitizers.
4. Always run the sanitizer sink first and add bleach to 100 PPM (Parts Per Million).
5. Make sure the dishwasher is correctly set for each use regarding detergent, sanitizer, and water temperatures.
6. Change wiping cloths and sanitizing cloths, and sanitizing solutions at 100 PPM with each shift. Store cloths in the sanitizing solutions. Do not use food contact surface wiping cloths to wipe non-food contact surfaces.
7. Keep sinks clean and sanitized. Clean and maintain dishwashers according to the manufacturer's or chemical manufacturer's instructions.
8. Clean all equipment according to procedure and on schedule. Keep work areas clean. Sanitize food preparation work surfaces at the beginning and end of each shift.
9. Food contact surfaces and utensils must be sanitized before use.
10. Non-food contact surfaces shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

Food and Safety

1. Thermometers will be kept in all cooling and freezing units.

2. At no time will chemicals be stored with food products.
3. All storage areas will be free from contamination from leakage, rodents, and insects.
4. A bonded pest control agent will be contracted for the central kitchen (in Johnson City) on a regular and as-needed basis.

Food Contact Surfaces

1. Wipe or scrape all food particles from the surface.
2. Wash with warm (110-120 degrees F) detergent water.
3. Thoroughly rinse with clear warm water.
4. Sanitize silverware and dishes in warm water with 100-200 ppm available chlorine
5. Air dry all surfaces after sanitizing.
6. Do not use a common towel or sponge on utensils or dishware.
7. Any common towels used for counter surfaces must be kept in a sani-bucket at all times unless in your hand for use.
8. Can opener blades will be clean, sharp, and free from imperfections at all times.
9. Cookware will be free from cracks, chips, or worn areas.

Food Temperatures

1. Immediately before serving food, break the seal on the transport pan and place the thermometer stem into the center of the food. Allow the thermometer to stabilize.
2. Take and record the temperature of all foods.
3. Clean the thermometer probe between each food with an alcohol wipe. Our Central Kitchen will provide both the food thermometer and alcohol wipes as requested.
4. If the thermometer is not accurate, return to the central kitchen and request a new thermometer.
5. Always store the thermometer clean and sanitized in the plastic case provided.

Food Protection

1. Insulated carriers will be cleaned and sanitized daily.
2. All gaskets will be clean and in place.
3. Bulk food will be packed at 180 degrees or 40 degrees in properly sealed transport pans and packed into bulk insulated carriers.
4. The carriers will be clapped shut at the central kitchen and are not to be opened until the time of service for bulk food or the time of delivery for home-delivered meals. The carriers may be opened earlier for the purpose of properly maintaining food temperatures.
5. Food will be delivered to clients for later consumption only if adequate storage facilities are available.
6. The safety of the food after it has been served to the client is the responsibility of the client.

7. A complete test meal will be saved for at least 72 hours for checking should a foodborne illness occur.

Contamination

1. Food handlers will wear food handler gloves and hair restraints.
2. Servers will be free of communicable diseases and practice good personal hygiene.
3. Food containers will be opened, and the temperature should be taken in the center of the product immediately before serving.
4. Food will be partially covered during service.
5. Serving will be completed as quickly as possible.
6. Leftovers at the Central Kitchen will be stored immediately in shallow, sanitized containers, labeled and dated.
7. Leftovers may be refrigerated for 48 hours or frozen for 4 weeks.
8. Immediately after serving at the congregate site, leftovers may be offered as seconds. Leftovers will be consumed at the site or discarded in adequate garbage facilities.

Health Inspections

1. All areas of each location will be clean and in good repair.
2. There will be proper sewage disposal and plumbing.
3. There will be good ventilation and adequate lighting.
4. There will be adequate hand-washing and toilet facilities separate from food service areas.
5. There will be sanitary garbage disposal.
6. There will be proper pest control of rodents and insects.
7. Refrigerator temperatures will be maintained at or below 40 degrees and monitored.
8. Oven temperatures will be maintained at 180 degrees and monitored.
9. All nutrition sites will be inspected by county health departments semi-annually.
10. The central kitchen will be inspected by the county health department semi-annually.
11. Copies of all inspection reports will be kept on file in the central nutrition office for 5 years.

Index

Forms

1. Volunteer Application Kit (8 pages) or can be completed on agency website fthra.org
2. Participant Registration Form/Nutrition Screening Initiative Checklist (double-sided)
3. Congregate Nutrition Counseling Form
4. FTHRA Nutrition Order Form & Supply List
5. Meal Site. Congregate Volunteer Hours
6. Choices Program Change Notice
7. Missed Visit Report
8. FTAAAD Missed Visits Codes
9. Congregate Lunch Reservations
10. Homebound Test Meal Temperature Instructions
11. Homebound Test Meal Temperatures Sheet
12. Food Safety Temperature Chart
13. FTHRA Meal Order Voucher
14. FTHRA Nutrition Program Daily Work Report
15. Outreach Log
16. Letter Regarding Donations
17. Weekly Contribution Sheet
18. Clocking In/Out On Isolved Desktop
19. Check In/Out for Lunch on Isolved Desktop
20. Submitting a Missed Punch On Isolved Desktop
21. Entering a Disbursement On Isolved Desktop
22. Submitting A Time Off Request On Isolved Desktop
23. Time Card Verification On Isolved Desktop