**AGING AND DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN**

**ADRC-CW**

**Policy Manual**

**Section IV. Nutrition**

**Subject: Follow Up for Undeliverable Congregate and Meals on Wheels**

**Purpose:** To provide a consistent process for ADRC-CW staff to follow when a Meals on Wheels (MOW) is undeliverable, or a congregate meal participant does not show up for a reserved meal.

**Policy:**

1. When a Congregate consumer does not show up for a reserved meal-
   1. Site Manager Staff will:
      1. Call the consumer to check on them.
      2. If the consumer is not reached, the Site Manager may attempt calling the emergency contact person if they have access to the information. Site Manager may also ask other consumers if they know where the missing consumer might be that day.
      3. Additionally, if the consumer lives in a housing complex, the apartment office may be informed of concern about the consumer & be asked to follow-up. Please ask your supervisor if this is acceptable.
      4. If the site manager has not reached the consumer, emergency contact, or building office/security staff who will check on the consumer, the site manager should then call the local ADRC-CW office.
      5. The above should be followed with consistency, keeping in mind that some decisions should be based on the discretion of the Site Manager & their knowledge of the consumer’s situation. Site Manager staff are encouraged to call a supervisor at the ADRC-CW office for guidance & support as needed.
   2. Support Staff:
      1. When Site Manager staff requests follow up on a consumer, Support Staff will check in the database for all emergency contact persons & assist with calling each person/phone number. If no one is reached, then support staff will inform Nutrition Services Coordinator or a Manager.
      2. A Journal entry will be entered in the database to document the event details (ie. “Mildred did not show up to eat at Centralia dining site. Called son- he is going to check on her.”)
2. Persons delivering meals will make reasonable attempts to deliver each meal. This may include calling the consumer’s home, or calling (phone or 2-way radio) the ADRC-CW office to ask Support Staff to attempt calling the consumer. When a MOW cannot be delivered-
   1. The Nutrition Driver, volunteer driver, or site manager who attempted MOW delivery will:
      1. Call the local ADRC-CW office & inform Support Staff of the consumer’s name, and delivery route.
      2. Inform Support Staff of whether they left a voice mail for the consumer. Nutrition Driver Staff should leave a voice mail for consumer when possible. *When Nutrition Driver staff leaves a voice mail, the message should include information about the MOW being cancelled until further notice is provided to the ADRC-CW.*
      3. Place an ADRC-CW paper hanger on the door notifying the client that a delivery of a MOW was attempted.
      4. If the participant leaves a note that they are not home for MOW, driver will inform the ADRC-CW office. At that point, no further follow-up is needed.
      5. The above should be followed with consistency, keeping in mind that some decisions should be based on the discretion of the delivery driver & their knowledge of the consumer’s situation. Nutrition Driver staff are encouraged to call a supervisor at the ADRC-CW office for guidance & support as needed.
   2. Support Staff will:
      1. Locate the consumer’s information in the database. Call ALL contact persons & ALL phone numbers listed in the database until they reach a contact person who will either check on the consumer, or can inform the Support Staff of the consumer’s whereabouts. Voice mails may be left for contact person(s). *All messages should include information about* MOW *being cancelled until further notice is provided to the ADRC-CW.*

If the participant is enrolled in Family Care, this additional step is necessary: Call reception staff at the local Family Care office to inform Family Care staff that the consumer was not home. If reception staff does not answer, a voice mail may be left. For a Family Care MOW participant, this is where the follow-up process ends.

* + 1. If neither the participant, nor contact person(s) call the ADRC-CW within about an hour, Support Staff may try to reach the participant once again. If still unsuccessful, Support Staff will call the local hospital(s) to check if the participant is inpatient.
    2. At this point, if Support Staff is unable to determine whereabouts of participant, or is unable to reach contact persons, the ADRC-CW Manager in the local office, or another Manager at the ADRC-CW will be informed. Manager will determine the next step of action, which may include calling the police department for a well-check.
    3. As needed, Support Staff and Nutrition Program Staff should discuss the need to suspend or order a meal for the next day.
    4. Support staff will enter a Journal entry in the database to document the event details (ie. “Mildred not home for MOW. Called son- he is going to check on her.”)
    5. Support staff or Nutrition staff will add a note to the Outlook calendar to indicate the person was not home & whether contact was made (this will not apply to all offices).

Date of Implementation: April 22, 2014